

SAFETY RECALL N566 (NHTSA 21V-168) - DRIVER LOWER AIRBAG MODULE RENEW



NAS21.04.008 | RECALL

USA

AFTERSALES BULLETIN

APRIL 20, 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 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 NAS21.03.030.](#)

DESCRIPTION OF ISSUE

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where the Driver Lower Airbag Module cushion cover may become loose due to a degradation of the adhesive on the airbag dust cover. This can result in the airbag cushion partially unfolding from the airbag module housing and being visible in the front left footwell.

AFFECTED VEHICLE RANGE

A total of 250 vehicles are affected in the USA and its Federal Territories.

Range Rover Evoque

Model Year: 2020

VIN: SALZL2FX5LH005546-SALZP2FX4LH007079

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

EFFECT ON VEHICLE OPERATION

Should the Driver Lower Airbag Module not remain correctly folded in its as-designed position, in the event of a vehicle crash of sufficient severity where Driver Lower Airbag Module deployment is required, the driver may not receive the full protection afforded by the Driver Lower Airbag and could increase the severity of injuries experienced.

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 Driver Lower Airbag Module with one manufactured to the correct specification. There will be no charge to owners for this action under this Program.

Unsold vehicles will have this done as part of the Pre-Delivery Inspection (PDI) process and before vehicle handover to the customer.

OWNER NOTIFICATION

Owner notification is expected to occur on or before May 7, 2021.

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

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.

Jaguar Land Rover North America, LLC 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 N566NAS, *SAFETY RECALL: Driver Lower Airbag Module Renew*, 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
Driver lower airbag module	LR115828	1

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 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	QUANTITY
N566	A	Driver lower airbag module - Renew	76.74.77	0.2	LR115828	1
N566	B	Driver lower airbag module - Renew Drive in/drive out	76.74.77 02.02.02	0.2 0.2	LR115828	1 -

Normal Warranty policies and procedures apply.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALZXXXXXXXXXXXXX

May 2021

SAFETY RECALL N566: Driver Lower Airbag Module Renew

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

National Highway Traffic Safety Administration (NHTSA) Recall Number: 21V-168

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 a defect which relates to motor vehicle safety exists in certain 2020 model year Land Rover Range Rover Evoque vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

The Driver Lower Airbag Module cushion cover may become loose due to a degradation of the adhesive on the airbag dust cover. This can result in the airbag cushion partially unfolding from the airbag module housing and being visible in the front left footwell.

Should the Driver Lower Airbag Module not remain correctly folded in its as-designed position, in the event of a vehicle crash of sufficient severity where Driver Lower Airbag Module deployment is required, the driver may not receive the full protection afforded by the Driver Lower Airbag and could increase the severity of injuries experienced.

What will Land Rover and your authorized Land Rover retailer do?

Land Rover is carrying out a recall of the vehicles mentioned above to renew the Driver Lower Airbag Module with one manufactured to the correct specification.

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

What should you do?

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 **'N566'**.

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 30 minutes, 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

TECHNICAL Q & A: SAFETY RECALL N566

Main Message: The Driver Lower Airbag Module cushion cover may become loose due to a degradation of the adhesive on the airbag dust cover. This can result in the airbag cushion partially unfolding from the airbag module housing and being visible in the front left footwell.

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 Should the Driver Lower Airbag Module not remain correctly folded in its as-designed position, in the event of a vehicle crash of sufficient severity where Driver Lower Airbag Module deployment is required, the driver may not receive the full protection afforded by the Driver Lower Airbag and could increase the severity of injuries experienced.

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

A An investigation found through the supplier records, the initial production assembly of the lower airbag modules used a manual, uncontrolled process, for the installation of the dust cover over the module. This process has led to a limited number of driver lower airbag module dust covers detaching, allowing airbag cushions to unfold when installed in vehicles due to inadequate adhesion of the dust cover to the lower airbag module.

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

A Customers may see the airbag cushion partially unfolding from the driver lower airbag module housing and being visible in the driver footwell.

Q5 Does this concern affect vehicle safety?

A Yes. Vehicles in this condition may not provide the full protection to the driver during a crash afforded by the driver lower airbag module and could increase the severity of injuries experienced.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Yes, there have been a number of reports of this issue.

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

A Jaguar Land Rover is not aware of any accidents, fires, or injuries which have been attributed to this issue.

Q8 How was the condition discovered?

A An investigation was opened on January 19, 2021, following a number of Electronic Product Quality reports (EPQR) received from the market.

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

A The investigation was opened on January 19, 2021.

- 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** Production vehicles are manufactured with driver lower airbag modules assembled using a controlled process ensuring adhesion of the dust cover.
- Q12** What will an authorized Land Rover retailer do to the vehicles?
- A** An authorized Land Rover retailer will renew the Driver lower airbag module with one manufactured to the correct specification.
- Q13** Which vehicles are affected by this recall?
- A** Certain 2020 model year Land Rover Range Rover Evoque vehicles, manufactured from February 12 through February 19, 2019, are affected:
- SALZL2FX5LH005546-SALZP2FX4LH007079
- 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 30 minutes. 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.