



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

February 08, 2024

SAFETY RECALL N837: Underbody Misapplied Structural Adhesive

Vehicles Affected: 2024MY Land Rover Range Rover, Range Rover Sport

National Highway Traffic Safety Administration (NHTSA) Recall Number: 23V-872

Dear Land Rover 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 2024MY Range Rover and Range Rover Sport vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

The structural adhesive applied to the bodyshell during body assembly has been mis-applied on a number of bodyshells such that the adhesive is not bonding the panels together as intended. The lack of appropriate bonding may lead to a reduction of structural capability.

Reduced structural strength may not adequately protect passengers, increasing the risk of injury. Additionally, the fuel system may be damaged during a crash, causing a fuel leak and increasing the risk of a fire.

What are the warning signs of this condition?

Customers, until notified by the recall notice communication will not be aware of this issue.

Are there any precautions that may be taken to minimize the safety risk until the corrective measures are implemented?

Until such time as the recall is completed, customers are advised to be extra vigilant when operating the vehicle.

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

An authorized Land Rover retailer will access the panel concerned and remove the incorrectly positioned adhesive. Two additional rivets will be installed and sealed with JLR approved sealant. There will be no charge to the owners for this repair.

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 '**N837**'.

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 in order to minimize inconvenience to customers and is expected to take up to approximately five (5) hours 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.

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. 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, LLC.

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 (if known); please fill out and return the enclosed return postage-paid card.

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 Centre at 1-800-637-6827, **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 your retailer fails or is unable to remedy this defect 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, SE
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,



Thomas Giese
Director, Technical Services - MA-43
Customer Service