CRITICAL CONCERNS & FIELD SERVICE ACTIONS

RECALL N837 - STRUCTURAL BODY ADHESIVE CONCERN

SAFETY RECALL N837 – STRUCTURAL BODY ADHESIVE CONCERN	
AFFECTED MODELS	24MY Range Rover and Range Rover Sport
VOLUME AFFECTED	US 29 CAN 3
REPAIR	A concern has been identified on certain vehicles where the structural adhesive applied to certain underbody panels has been mis-applied on the body shells 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. increasing a risk of fuel leakage in a crash. Affected vehicles must be repaired at a JLR approved aluminum body repair center.
REPAIR TIME	Between 0.5 and 4.9 hrs. + body repair + DIDO
CAMPAIGN LAUNCH	UPS campaign launched: Dec 15th, 2023 Upgraded to Safety Recall on January 4th, 2024. Recall repair bulletin published January 8 th , 2024.
NOTES	Please refer to the warranty portal to identify affected vehicles which must not be sold or delivered until the repair has been completed.
CUSTOMER LOVE UNITY INTEGRITY GROWTH IMPACT	