



**ADMINISTRATION BULLETIN - SAFETY RELATED
RECALL**

Global Recall Action
Number:
D027ADM2

Changes are highlighted in blue

Subject: Range Rover (L405) Front Suspension Knuckle Crack	Publication No.: D027ADM2
	Model: Range Rover (LG)
	Model Year: 2015 - 2017
	Date of Issue: 15 August 2025

To:	JLR North America, LLC JLR Canada ULC.
For the Attention of:	The approved JLR retailer/authorized repairer.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

Transport Canada (TC) reference number:2025-338

National Highway Traffic Safety Administration (NHTSA) reference number:25V-514

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

	The following applies to: [NORTH AMERICA]
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REGULATORY INFORMATION

	The following applies to: [NORTH AMERICA]
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JLR North America, LLC and JLR Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2015 to 2017 model year Range Rover vehicles imported into the United States and Canada markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites.

	The following applies to: [NORTH AMERICA]
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This Safety Recall Administration Bulletin serves as notification to all retailers in the United States and Canada markets that any new affected vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,874.00 USD per violation and the equivalent of \$139,356,994.00 USD for a related series of violations.

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on certain 2015 model year to 2017 model year Range Rover vehicles, where the front suspension upper knuckle joint could develop a crack. In extreme cases this may lead to detachment of the upper suspension arm.

In cases where a crack in the front suspension knuckle has developed, the environmental conditions in the markets may lead to a worsening of the crack and an eventual detachment of the upper suspension arm, which under extreme avoidance maneuver use conditions may compromise the vehicle's controllability and increase the risk of a crash.

D027 is applicable to additional vehicles not captured within campaigns N759 or D041 together with certain unrepaired Canadian vehicles previously included in N759, and certain Canadian vehicles repaired under N759 but deemed to still be at risk.

OWNER NOTIFICATION

Initial owner notification is expected to occur on or before 30th September 2025.

ACTION TO BE TAKEN

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are required to Quarantine affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already with customers should be updated at the next available opportunity. JLR North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers/authorized repairers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.


The Safety Recall repair procedures and any required parts and/or software are not currently available. A Safety Recall repair campaign will be published when all repair procedures and all required parts are available.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

Technical Questions And Answers	
FOR USE ON ENQUIRY	
JLR Recalls N759, D019, D025, D027 and D041	
Range Rover (L405) and Range Rover Sport (L494) Front Suspension Knuckle Crack	

A concern has been identified on certain 2014 to 2017 Model Year Range Rover (L405) and Range Rover Sport (L494) vehicles where the front suspension upper knuckle joint could develop a crack. In extreme cases this may lead to detachment of the upper suspension arm.

Question 1

Who do I contact if a member of the press contacts me about this recall?

Answer

Make sure that any press enquiries are referred to the JLR Corporate Affairs office.

Question 2

Why is JLR recalling certain models?

Answer

JLR is conducting a voluntary recall on certain 2014 to 2017 Model Year Range Rover and Range Rover Sport vehicles. Customers will be asked to take their vehicles to an authorized repairer to have the front suspension knuckles inspected and replaced or a retaining bracket installed.

Question 3

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

Answer

A crack in the front suspension knuckle may propagate which may lead to a detachment of the upper suspension arm. Under an extreme avoidance maneuver use conditions this may compromise the vehicle's controllability and increase the risk of a crash.

Question 4

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

Answer

Where a crack starts, knocking noises from the front of the vehicle may be heard. Where the detachment of the suspension arm occurs, it may collide with air suspension spring and other inner fender parts. Steering feel will be impacted as the camber and toe angles of the affected wheel are changed.

Question 5

Does this concern affect vehicle safety?

Answer

JLR has determined that in extreme use cases, where a vehicle's controllability is compromised, there is an effect on safety.

Question 6

Has JLR received many complaints?

Answer

JLR is aware of a number of field reports attributed to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been a small number of reports of accidents, but no reports of injuries or fires as a result of this concern.

Question 8

How was the concern discovered?

Answer

The defect was discovered through a combination of Government Agency defect investigations, warranty claims and field reports.

Question 9

How long has JLR known about this problem?

Answer

JLR continuously monitors field data and reports of incidents affecting its vehicles. The recall decisions have been the result of a careful review of this data and engagement with several government authorities.

Question 10

Is the defect leading you to any concerns regarding the reliability of the vehicle?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

These vehicles are no longer in production.

Question 12

What will authorized Repairers do to the vehicles?

Answer

Owners will be notified and instructed to take their vehicle to an approved Jaguar Land Rover repairer.

The technician will inspect both front suspension knuckles for the presence of any cracks. Where no crack is present and where available, a retaining bracket will be installed to the joint. Where cracks are found or a bracket is not available, the front suspension knuckle will be replaced.

Range Rover Sport vehicles will be repaired under JLR campaign reference D019. Range Rover vehicles will be repaired under one of JLR campaign references; N759, D025, D027 or D041 (recall campaign split internally for administration purposes).

There will be no charge to the owners for this repair.

Question 13

Which vehicles are affected by this recall?

Answer

2014 - 2017 model year Range Rover and Range Rover Sport vehicles as below may be affected:

Range Rover SALGA2JF9EA194743 to SALGA2EE0HA320574*

Range Rover Sport SALWA2VF2EA501059 to SALWA2FK4HA695612*

* Specific vehicles within the [Vehicle Identification Number \(VIN\)](#) range.

Question 14

Are other JLR models affected by these actions?

Answer

No other JLR models are affected by this issue.

Question 15

Are parts available to rework vehicles?

Answer

The recalls will be launched when parts are available in sufficient quantity to fulfil the repair requirements.

Question 16

How much will the recall cost JLR?

Answer

Cost was not a factor in deciding to recall these vehicles.

Question 17

How do I know if my vehicle is affected?

Answer

All owners of potentially affected vehicles will be contacted and invited to make an appointment with a JLR authorized Repairer for the work to be completed.

In some countries, recall information is available online through the brand's web site.

Customers can use the Recall Search at <https://topix.landrover.jlrext.com/topix/vehicle/lookupForm>

Question 18

How long does it take for the vehicle to be inspected and repaired?

Answer

The work will be completed out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than two hours to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 19

Can I continue to drive my vehicle safely until it has been recalled?

Answer

Affected customers will be contacted directly by JLR and are advised to book their vehicles in for repair as soon as possible.

Note:

Make sure that any press enquiries are referred to the [Jaguar Land Rover \(JLR\)](#) Corporate Media office on +44-(0)2475-361000 or jlrmedia@jaguarlandrover.com