



SAFETY RELATED RECALL

Global Recall Action
Number: N964

Subject: Raised Air Intake Detachment	Publication No.: N964
	Model: Defender (LE)
	Model Year: 2020 - 2025
	Date of Issue: 11 February 2025

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer / authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer / authorized repairer to determine if this campaign applies to a specific vehicle.

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified where the dimensional tolerance between the lower fixing on the JLR accessory raised air intake (VPLEP0543) and the body A-pillar to which it mounts is incorrect. This incorrect tolerance can result in inadequate attachment force between the raised air intake and the vehicle.

Under high load usually associated with higher vehicle speed, it is possible that the air intake could become partially or fully detached from the vehicle. A partially or fully detached raised air intake could become an obstacle in the road for other road users and could increase the risk of a crash.

ACTION TO BE TAKEN

JLR has taken the decision to recall vehicles that may have the JLR accessory raised air intake part number VPLEP0543 installed.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest JLR retailer / authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, contact your NSC / Importer or Regional Office for more information.

JLR retailers / authorized repairers are requested to check internal systems to identify vehicles that have been installed with the affected VPLEP0543 raised air intake kit and to email jlrcomp@jaguarlandrover.com with the Vehicle Identification Number (VIN)s of these vehicles and any JLR retailer / authorized repairer stock / demonstrator vehicles already installed with the VPLEP0543 raised air intake kit. The Warranty Portal will be updated to reflect only those vehicles affected. Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign.

JLR 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.

JLR retailers / authorized repairers are required to quarantine affected raised air intake kits, part number VPLEP0543, and vehicles with this kit installed that are within your control and refrain from releasing the vehicles for sale pending completion of the future rework action.

JLR retailers / authorized repairers with part number VPLEP0543 raised air intake kits in stock **MUST NOT** sell these kits over the counter to retail customers or to internal service / sales departments. **DO NOT** install VPLEP0543 raised air intake kits to any retail customer vehicles or sales department stock / demonstrator vehicles.

JLR retailers / authorized repairers with any stock of part number VPLEP0543 raised air intake kits must return these kits back to JLR following normal processes.

If any JLR retailers / authorized repairers have supplied affected raised air intake kits, part number VPLEP0543, to third party businesses, these businesses must be contacted immediately. The JLR retailers / authorized repairers must request the third party businesses to return any stock of part number VPLEP0543 that is yet to be installed to a vehicle and provide the VINs of every vehicle that has been installed with part number VPLEP0543.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage

Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 24E-102

Transport Canada (TC) reference number: 2024-739

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



The following applies to:
[NORTH AMERICA]

REGULATORY INFORMATION



The following applies to:
[NORTH AMERICA]

Jaguar Land Rover North America, LLC and Jaguar Land Rover 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 aftermarket raised air intakes that can be installed to 2020 model year to 2025 model year Defender vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that JLR retailers / authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires JLR retailers / authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a JLR retailer / authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 USD for a related series of violations. This Safety Recall serves as notification to all JLR retailers / authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.



The following applies to:
[NORTH AMERICA]

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC recommends that affected sales demonstrator and loaner vehicles are repaired before use, and that used vehicles are repaired before sale. JLR retailers / authorized repairers who proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open Safety Recall notice to the applicable customers.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N964



NOTE:

For any vehicles identified as being equipped with the affected VPLEP0543 raised air intake kit, email the full 17 digit [Vehicle Identification Number \(VIN\)](#) to jlrcamp@jaguarlandrover.com to have the vehicles added to the campaign.

Parts Information

The parts below should be ordered through JLR in the normal manner.

Description	Part Number	Qty
Bolt	LR091557	1
Jack nut	ZKC2228	1
Clip plate (as required if damaged during removal)	704123536	1
11 mm drill bit	*ZZZ999	£5



NOTE:

*An allowance equivalent to £5 Sterling has been allocated to locally source the 11 mm drill bit.

SROs

Description	SRO	Time
Raised air intake - Inspection - No further action	05.10.10	0.1
Raised air intake - Inspection - Complete modification	99.03.56	0.6
Drive in / drive out	02.02.02	0.2



NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code N964 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time	Part Number	Qty
N964	A	Raised air intake - Inspection - No further action	05.10.10	0.1	N/A	N/A
N964	B	Raised air intake - Inspection - No further action Drive in / drive out	05.10.10 02.02.02	0.1 0.2	N/A	N/A
N964	C	Raised air intake - Inspection - Complete modification	99.03.56	0.6	LR091557 ZKC2228 ZZZ999	1 1 £5
N964	D	Raised air intake - Inspection - Complete modification Drive in / drive out	99.03.56 02.02.02	0.6 0.2	LR091557 ZKC2228 ZZZ999	1 1 £5
N964	E	Raised air intake - Inspection - Complete modification (including new clip plate)	99.03.56	0.6	LR091557 ZKC2228 704123536 ZZZ999	1 1 1 £5
N964	F	Raised air intake - Inspection - Complete modification (including new clip plate)	99.03.56 02.02.02	0.6 0.2	LR091557 ZKC2228	1 1

		Drive in / drive out			704123536 ZZZ999	1 £5
--	--	----------------------	--	--	---------------------	---------



NOTE:

The option that contains the drive in / drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this campaign.

Customer Reimbursement and Related Damage Process



NOTE:

If there is a requirement to claim for related / consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

Table of Contents

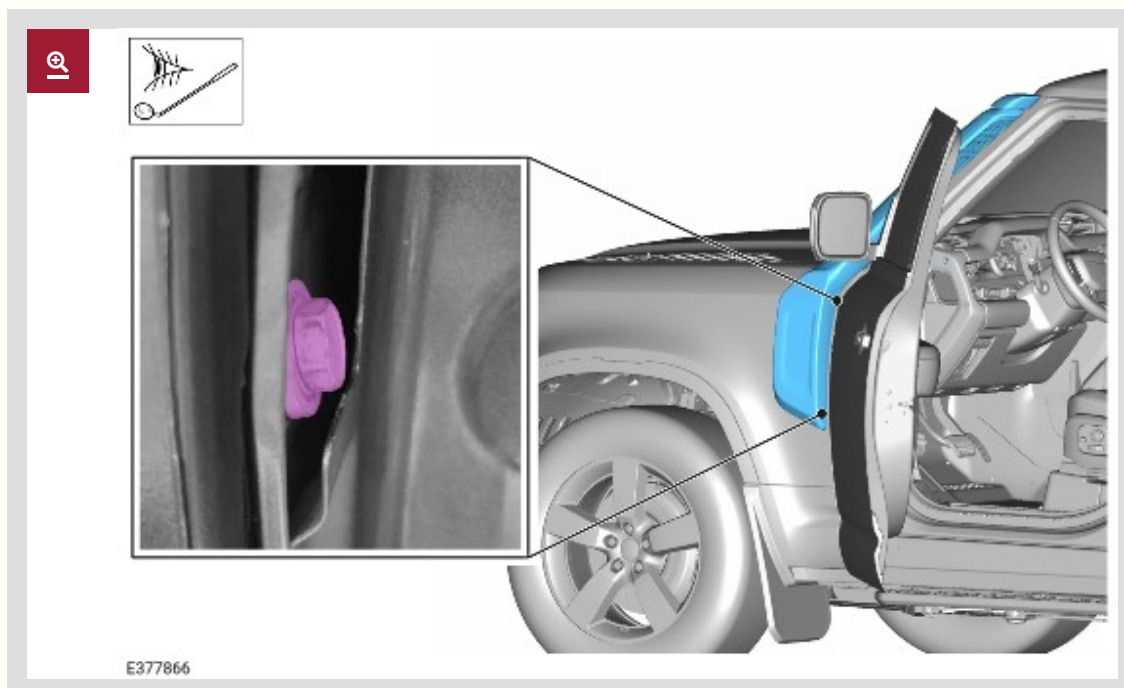
[REMOVAL AND INSTALLATION: SERVICE INSPECTION](#)

[REMOVAL AND INSTALLATION: SERVICE INSTRUCTION](#)

SERVICE INSPECTION

1. Open the front left door, using an extendable mirror inspect the inside of the left fender in the locations shown in the illustration.

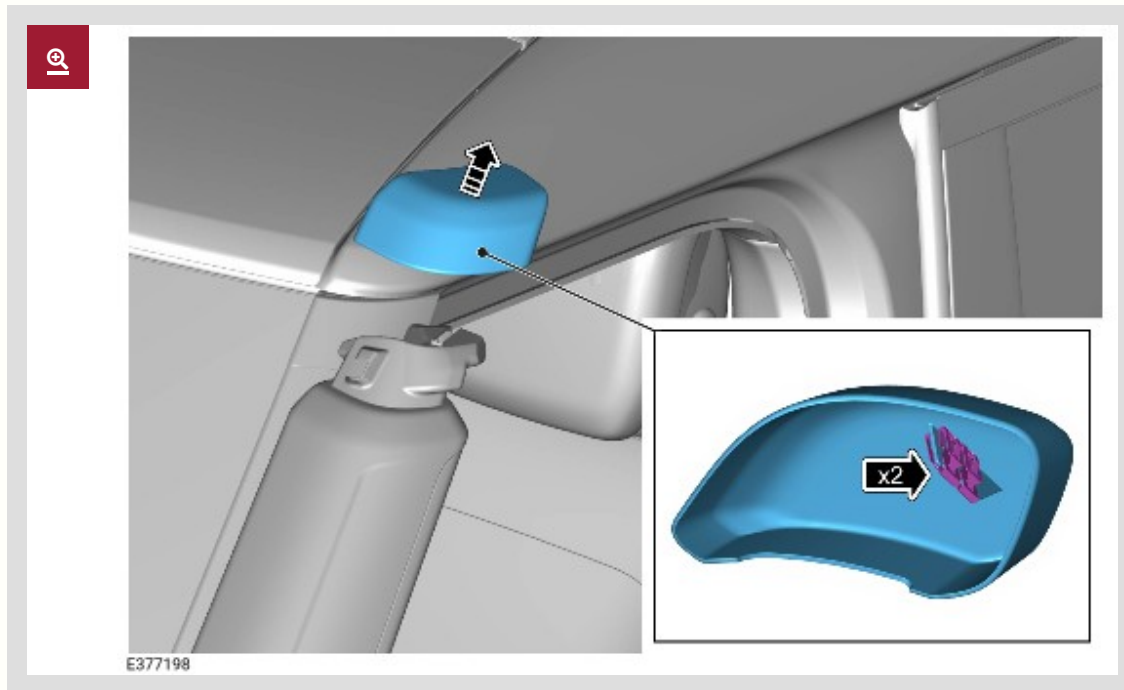
- If the raised air intake is fastened with bolts in the locations shown, this raised air intake is part number **VPLEP0435** which **is not** affected by this campaign, **no further action is required. Do not** continue with this campaign.
- If the raised air intake is not fastened with bolts, this raised air intake is part number **VPLEP0543** which **is** affected by this campaign, continue to **Service Instruction**.



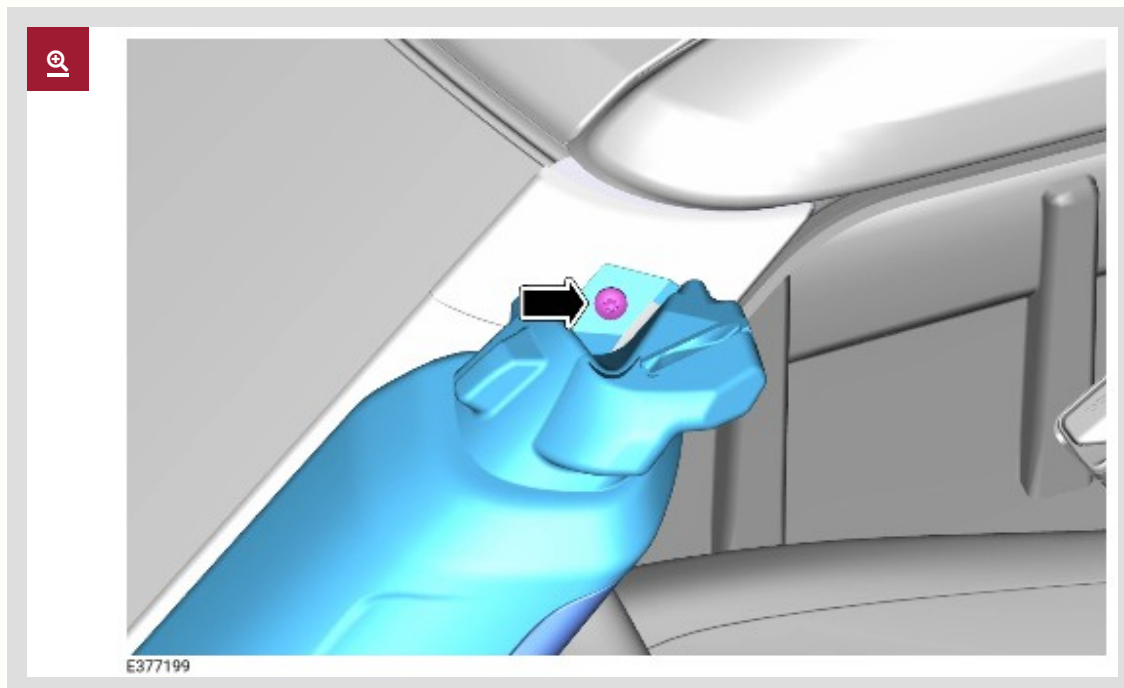
SERVICE INSTRUCTION

1. Remove the front left door (see TOPIx Workshop Manual section 501-03 Body Closures - Removal and Installation - Front Door).

2. Remove the raised air intake cap.



3. Remove the upper A-pillar bolt.



4.

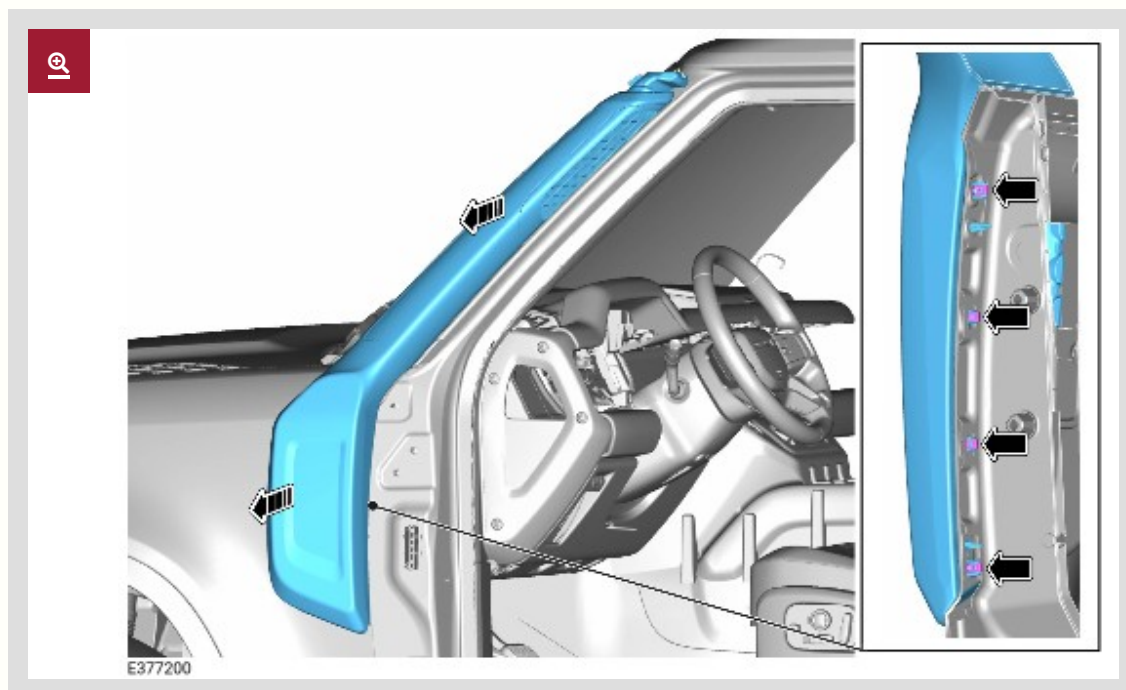


NOTE:

Retain all removed clips for installation.

Remove the raised air intake.

- Release the top and bottom retaining clips.
- Release the 2 center clips.
- When all clips are released remove the raised air intake.



5.



NOTE:

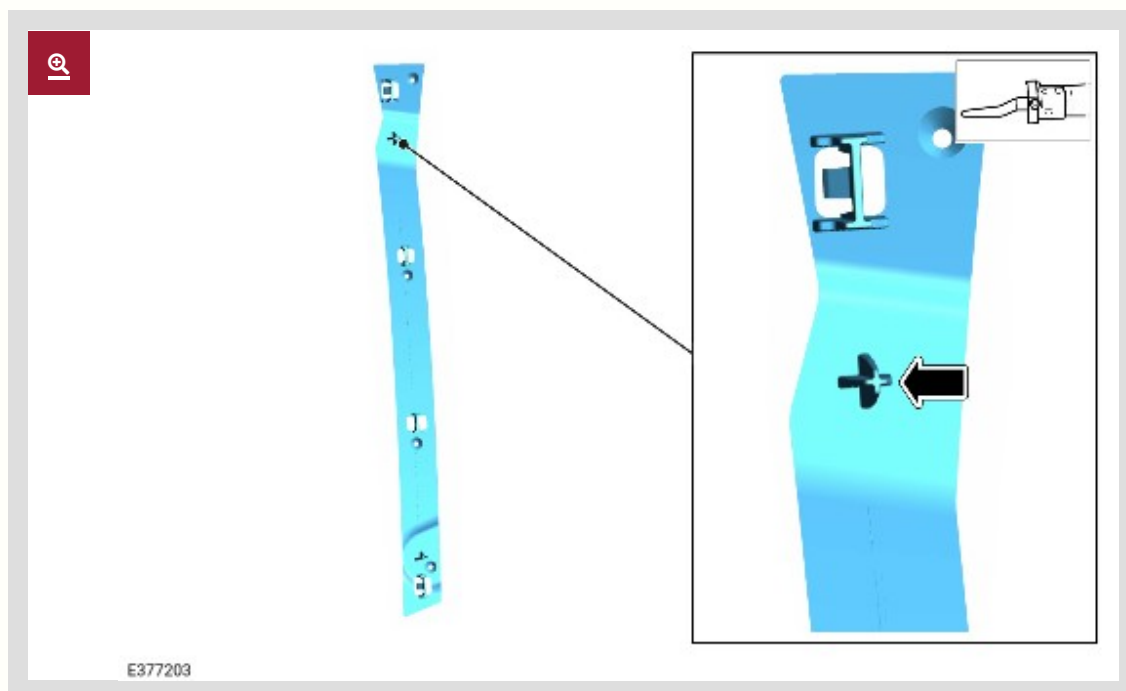
If the clip plate is damaged in any way discard and renew.

Remove the 4 screws.

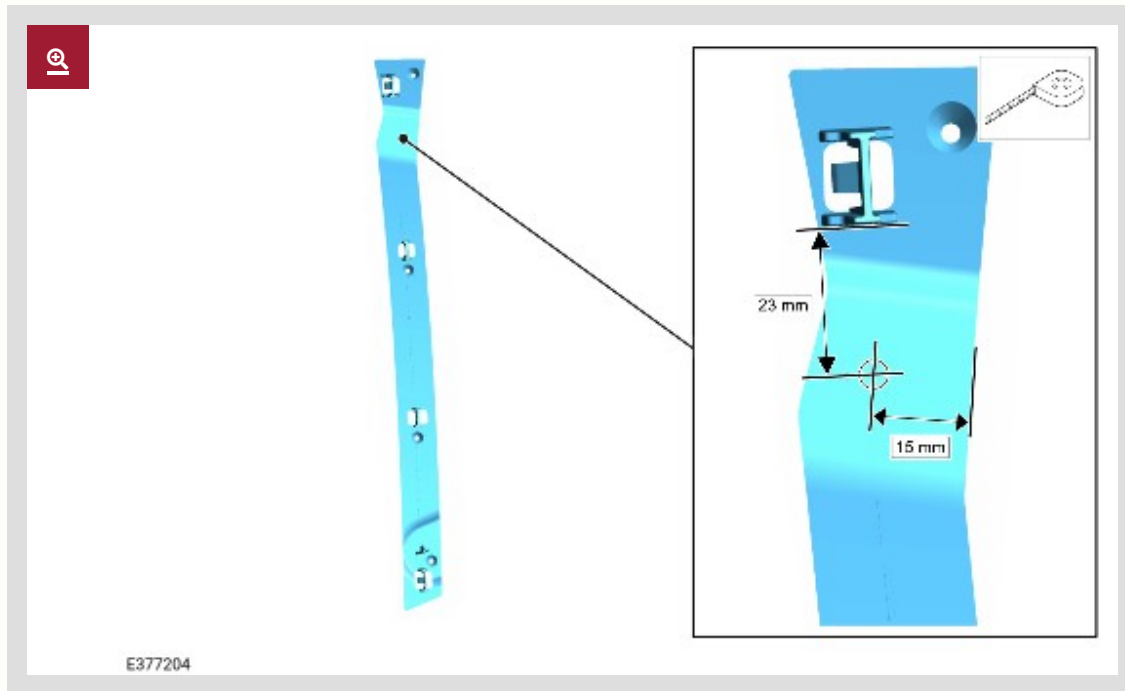
- Remove the clip plate.



6. Using an oscillating multi-tool, cut and remove the top locating peg flush with the clip plate.



7. Measure and mark the area to be drilled, refer to the illustration.



8. Install the clip plate and securing with the top 2 screws only.



9.

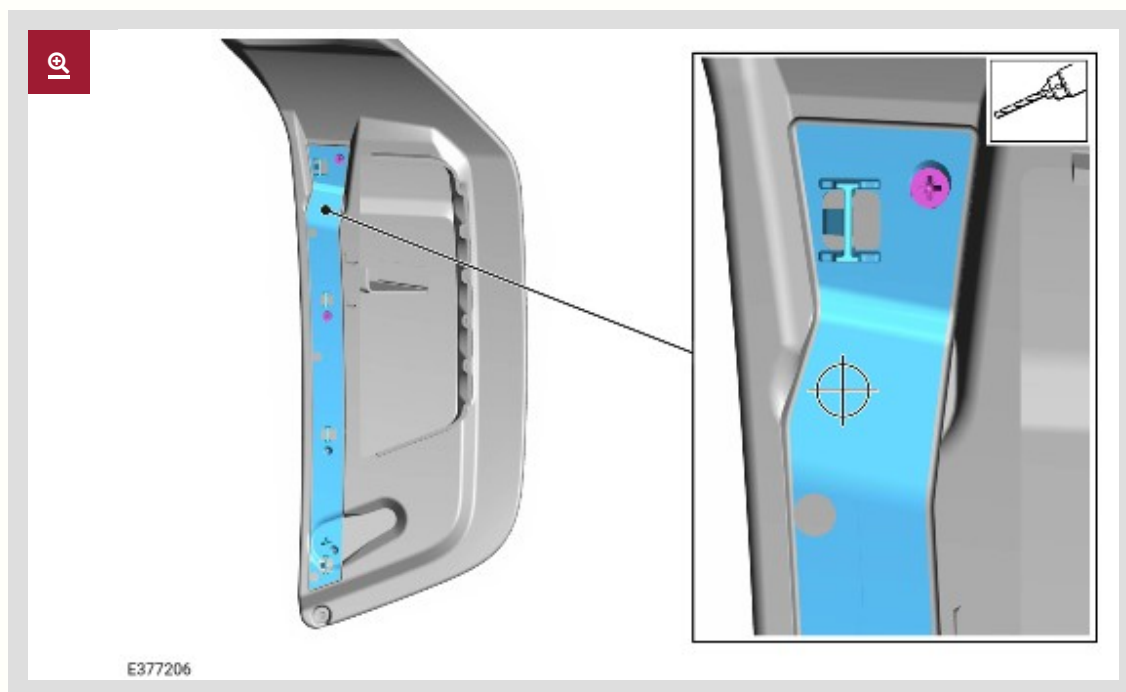


CAUTION:

Do not drill through the outer body of the raised air intake.

Drill a pilot hole through the both the clip plate and raised air intake body.

- Using the 11 mm drill bit, drill through the clip plate and raised air intake body.



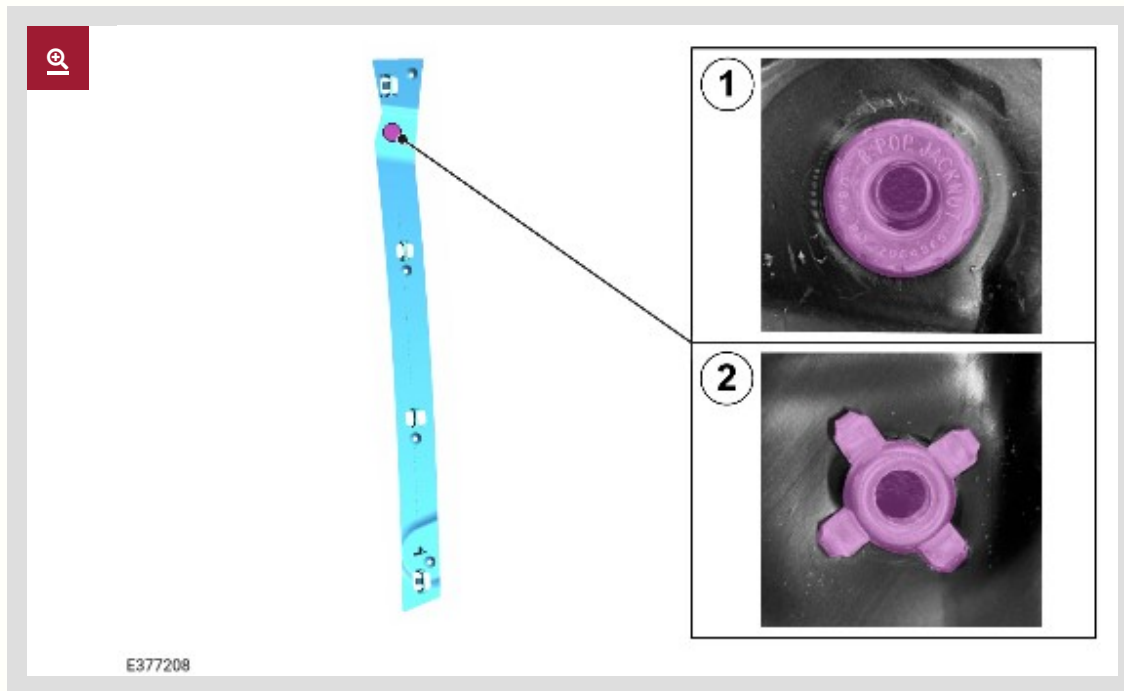
10. Remove the 2 screws.

- Remove the clip plate.



11. Install the Jack nut.

- Start the Jack nut installation using a RivNut installation tool.
- Continue to clamp the Jack nut manually using an M6 bolt to a torque of **3 Nm**.
- A visual check is required to make sure the Jack nut legs are splayed correctly.
 - Refer to the illustration, (1) shows the upperside of the installed Jack nut, (2) shows the lower side of the installed Jack nut.

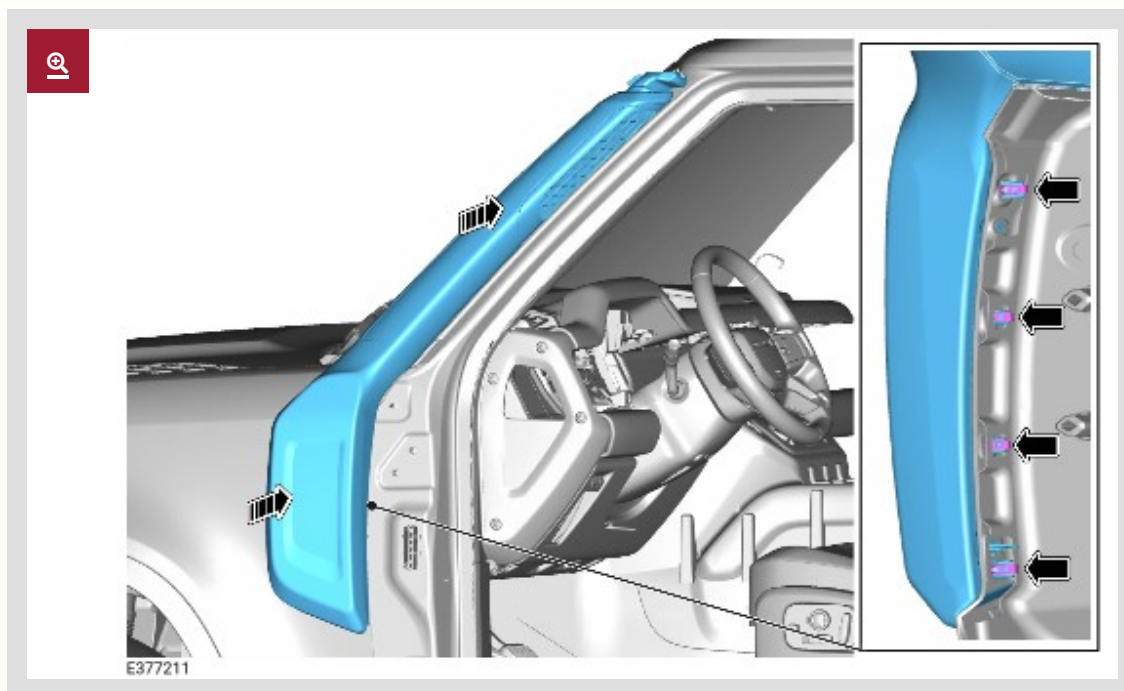


12. Install the clip plate and securing the 4 screws.

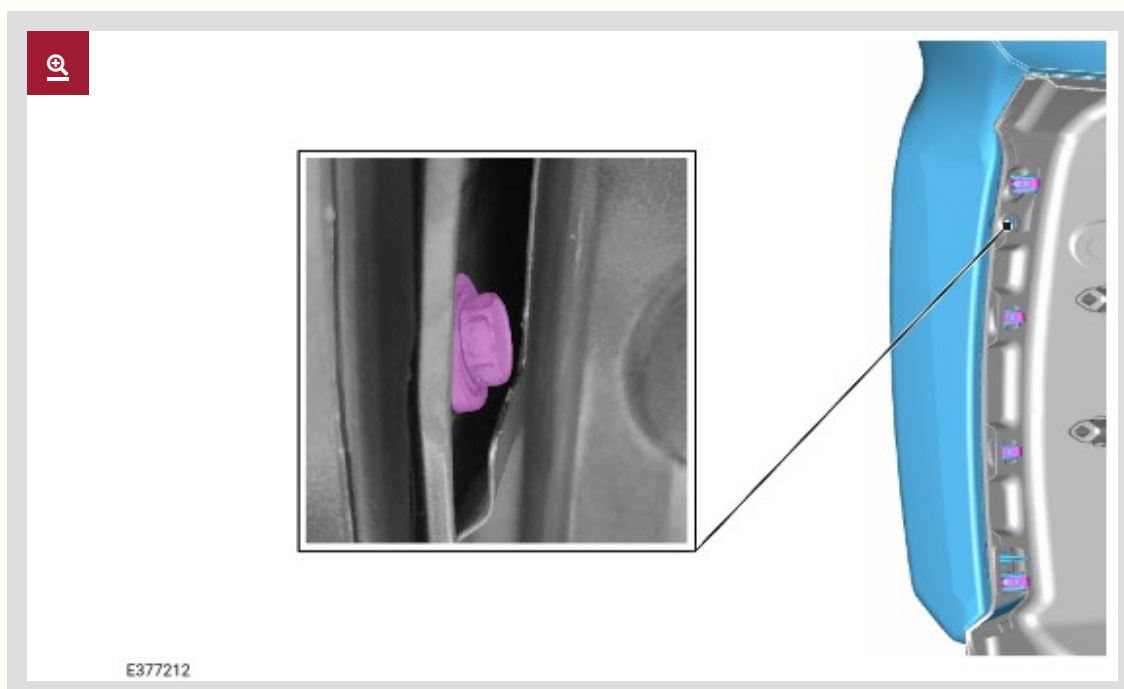


13. Install the raised air intake.

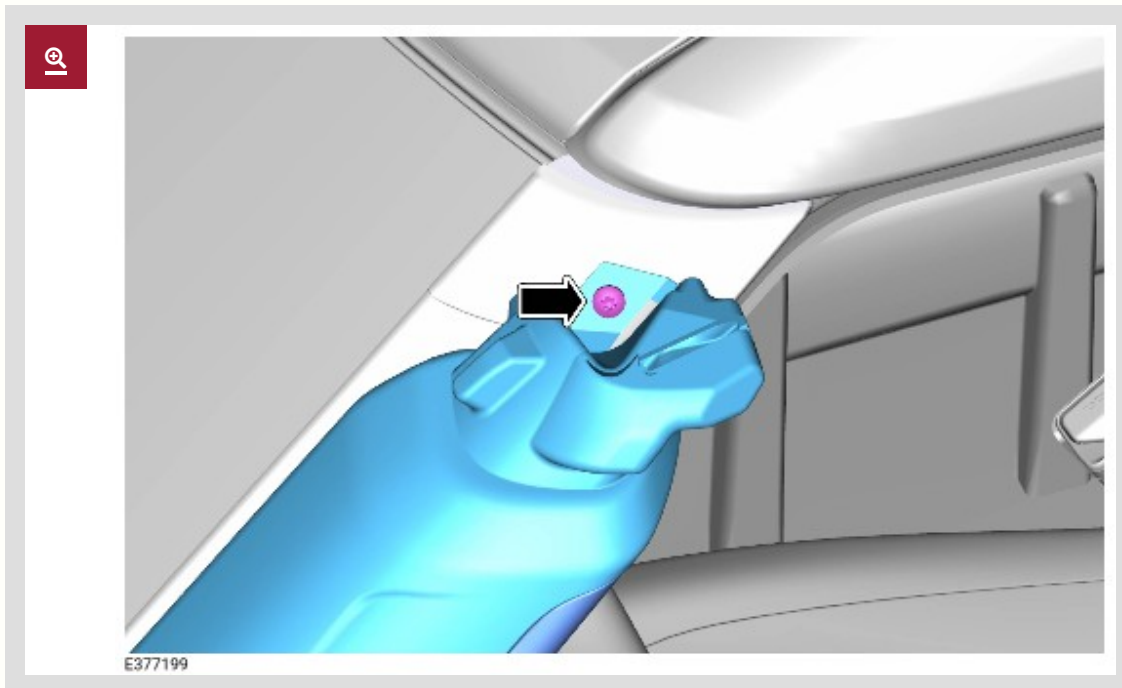
- Locate the raised air intake moulded hooks to the front of the fender opening.
- Keeping the raised air intake pressed in, locate the fender clamp features and press in.



14. From the inside of the fender, install and partially tighten the new bolt LR091557.



15. Install the upper A-pillar bolt through the metal bracket and partially tighten.



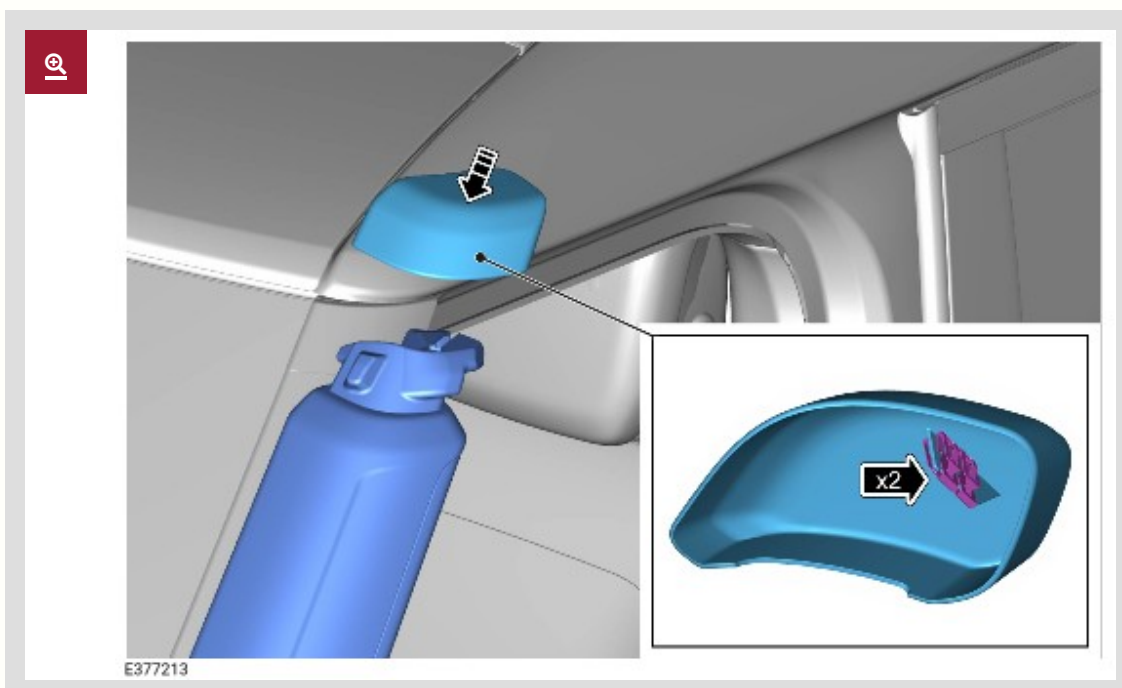
16. Tighten the fender bolt LR091557.

- Torque: 3 Nm.

17. Tighten the upper A-pillar bolt.

- Torque: 4 Nm.

18. Install the raised air intake cap.



19. Install the front left door (see TOPlx Workshop Manual section 501-03 Body Closures - Removal and Installation - Front Door).

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N964

Date: month/year

SAFETY RELATED RECALL - Defender Vehicles - Raised Air Intake Detachment

Dear

JLR would like to advise you that during ongoing quality assessment of our product it has been identified that a possible safety related problem may occur on certain JLR vehicles within a specific production range. Read the information below, explaining the actions that we intend to take and what you must do.

Why are we contacting you?

A concern has been identified where the dimensional tolerance between the lower fixing on the JLR accessory raised air intake (VPLEP0543) and the body A-pillar to which it mounts is incorrect. This incorrect tolerance can result in inadequate attachment force between the raised air intake and the vehicle.

Under high load usually associated with higher vehicle speed, it is possible that the air intake could become partially or fully detached from the vehicle. A partially or fully detached raised air intake could become an obstacle in the road for other road users and could increase the risk of a crash.

What will your JLR retailer / authorized repairer do?

At your visit, your preferred JLR retailer / authorized repairer will remove the raised air intake and reinstall it using a revised fixing method.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your JLR retailer / authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Contact your preferred JLR retailer / authorized repairer without delay. To book your vehicle in for this action, you will need to provide your JLR retailer / authorized repairer with the following details, which are at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The Program Number for the action.

If you do not have a JLR retailer / authorized repairer, access www.landrover.co.uk or www.landrover.com for contact details.

If you no longer own the vehicle, could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to JLR immediately in the enclosed Freepost envelope. This will enable us to make contact and share this information with the new owner.

If you have concerns

If you experience any concerns relating to this Recall, contact the Service Manager at the JLR retailer / authorized repairer for assistance or contact the JLR Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Treat this matter with the urgency it requires, JLR apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

Technical Questions And Answers	
FOR USE ON ENQUIRY	
JLR N694	
Raised Air Intake - Partial Detachment	

A concern has been identified with the design of JLR accessory supplied raised air intake which may detach during vehicle use. These raised air intakes are available as accessories for Defender vehicles from 2020 model year onward.

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 an equipment safety recall involving raised air intakes manufactured between 09 September 2023 and 30 September 2024. JLR retailers / authorized repairers and other third parties who purchased the JLR accessories will be asked to identify the vehicle owners from their records and make sure that they complete the required remedial action.

Question 3

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

Answer

Engineering analysis of the component has revealed there is a dimensional tolerance mismatch between the lower fixing on the raised air intake and the body A-pillar to which it mounts. This tolerance mismatch can result in inadequate attachment force between the raised air intake and the vehicle.

Question 4

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

Answer

Under high load usually associated with higher vehicle speed, it is possible that the raised air intake could become partially or fully detached from the vehicle. A partially or fully detached raised air intake could become an obstacle in the road for other road users and could increase the risk of a crash.

Question 5

Does this concern affect vehicle safety?

Answer

JLR has determined that the concern poses a safety risk to other road users.

Question 6

Has JLR received many complaints?

Answer

JLR has received a small number of claims attributed to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reported accidents, injuries or fires as a result of this concern.

Question 8

How was the condition discovered?

Answer

The defect was identified through the JLR field reporting process.

Question 9

How long has JLR known about this problem?

Answer

The investigation into this issue was opened on 17 September 2024.

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

This is a JLR accessory. The supply and sale has been temporarily suspended pending a redesigned lower fixing on the part.

Question 12

What will JLR retailers / authorized repairers do to the vehicles?

Answer

The vehicles will have their raised air intakes removed and inspected, and a revised fixing installed and refitted as required. There will be no charge to the owners for any repair.

Question 13

Which vehicles are affected by this recall?

Answer

The raised air intake system could have been installed to any Defender 2020 model year to 2025 model year vehicle after 09 September 2023. JLR has no knowledge of exactly which vehicles are affected by this issue, and requests that JLR retailers / authorized repairers and other third parties identify their customers from sales records.

Question 14

Are other JLR models affected by these actions?

Answer

No other JLR models are known to be affected by this condition.

Question 15

Are parts available to rework vehicles?

Answer

Parts are available for JLR retailers / authorized repairers to conduct this repair.

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 shortly be contacted and invited to make an appointment with a JLR retailer / authorized repairer for the work to be completed.

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 1 hour to complete. Naturally, due to JLR retailer / authorized repairer schedules, vehicles may be required for longer.

Question 19

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

Answer

Until such time as the recall has been completed, customers are advised to be extra vigilant when operating the vehicle. If the raised air intake detaches from the vehicle, do not drive the vehicle and contact your preferred JLR retailer / authorized repairer for assistance.

Note:

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