



SAFETY RELATED RECALL

Global Recall Action
Number: N978v2

Changes are highlighted in blue

Subject: Passenger Lower Airbag Module - Renew	Publication No.: N978v2
	Model: New Range Rover Evoque (LZ)
	Model Year: 2020
	Date of Issue: 09 September 2025

To:	Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC.
For the Attention of:	The approved JLR retailer / authorized repairer.
Important:	<p>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.</p> <p>This bulletin has been updated to include the workshop manual procedure along side the campaign workflow in the Service Instructions. The standard workshop manual procedure may be used if the campaign workflow is unavailable.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

A concern has been identified with certain 2020 Model Year Range Rover Evoque vehicles where the passenger lower airbag module cushion cover may become loose due to a degradation of the adhesive on the passenger lower airbag module dust cover. This can result in the passenger lower airbag module cushion partially or completely unfolding from the passenger lower airbag module housing and becoming visible in the passenger footwell.

If the passenger lower airbag module cushion does not remain correctly folded in its as designed position, in the event of a vehicle crash of sufficient severity where passenger lower airbag module deployment is required, the passenger may not receive the full protection afforded by the passenger lower airbag module and could increase the severity of injuries experienced.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

This campaign must be completed using the campaign workflow. Outstanding campaigns are listed on the TOPIx vehicle home page. To complete N978 return to the TOPIx vehicle home page and select 'Start Workflow' from the OUTSTANDING CAMPAIGNS section. All instructions must be followed to complete the campaign.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles must 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.

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.

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.

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: 25V-088

Transport Canada (TC) reference number: 2025-074

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 2020 model year Range Rover Evoque 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 \$27,874.00 USD per violation and the equivalent of \$139,356,994.00 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.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N978V2

Changes are highlighted in blue

INFORMATION

This campaign has been updated to include the workshop manual procedure along with TOPIx workflow instructions.

The workshop manual procedure may be used if the campaign workflow is not available.

You must only complete the workshop manual procedure or the TOPIx workflow instructions.

Parts Information

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

Description	Part Number	Qty
Passenger lower airbag module	LR115809	1

SROs

Description	SRO	Time
Renew passenger lower airbag module	76.74.83	0.2
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 must be submitted quoting program code N978 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
N978	A	Renew passenger lower airbag module	76.74.83	0.2	LR115809	1
N978	B	Renew passenger lower airbag module Drive in / drive out	76.74.83 02.02.02	0.2 0.2	LR115809	1

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 must 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

NOTES:

- Continue to claim all airbag disposal costs under related damage and submit the evidence of disposal cost to the claim for audit purposes.
- 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).

SERVICE INSTRUCTION - WORKSHOP MANUAL PROCEDURE

1. Renew the passenger lower airbag module (see TOPIx Workshop Manual section 501-20B: Supplementary Restraint System - Removal and Installation - Passenger Lower Airbag Module).

SERVICE INSTRUCTION - WORKFLOW

1.

CAUTION:

If available the campaign workflow MUST be run to complete the N978 campaign.

Select 'Complete Step' and follow all on-screen instructions.

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: N987

Date: month/year

SAFETY RELATED RECALL - Range Rover Evoque - Passenger Lower Airbag Module - Renew

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 with certain 2020 Model Year Range Rover Evoque vehicles where the passenger lower airbag module cushion cover may become loose due to a degradation of the adhesive on the passenger lower airbag module dust cover. This can result in the passenger lower airbag module cushion partially or completely unfolding from the passenger lower airbag module housing and becoming visible in the passenger footwell.

If the passenger lower airbag module cushion does not remain correctly folded in its as designed position, in the event of a vehicle crash of sufficient severity where passenger lower airbag module deployment is required, the passenger may not receive the full protection afforded by the passenger lower airbag module and could increase the severity of injuries experienced.

What will your JLR retailer / authorized repairer do?

At your visit, your preferred JLR retailer / authorized repairer will replace the passenger lower airbag module.

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 Center 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 N978	
Range Rover Evoque Front Passenger Lower Airbag Module detached from location	

A concern has been identified with certain 2020 Model Year Range Rover Evoque vehicles where the passenger lower airbag module cushion cover may become loose due to a degradation of the adhesive on the passenger lower airbag module dust cover. This can result in the passenger lower airbag module cushion partially or completely unfolding from the passenger lower airbag module housing and becoming visible in the front passenger footwell.

Question 1

Why is JLR recalling certain models?

Answer

If the passenger lower airbag module does not remain correctly folded, in the event of a vehicle crash of sufficient severity where passenger lower airbag module deployment is required, the passenger may not receive the full protection afforded by the passenger lower airbag module and could increase the severity of injuries experienced.

Question 2

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

Answer

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

Question 3

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

Answer

Customers may see the passenger lower airbag module cushion partially or completely unfold from the passenger lower airbag module housing and become visible in the front passenger footwell.

Question 4

Does this concern affect vehicle safety?

Answer

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

Question 5

Has JLR received many complaints?

Answer

JLR has received a small number of field reports of this concern.

Question 6

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 7

How was the concern discovered?

Answer

The concern was identified through JLR's field reporting process.

Question 8

How long has JLR known about this concern?

Answer

The investigation into further reports of this concern was launched in January 2025.

Question 9

Is the concern 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 10

What has JLR done in production?

Answer

Production vehicles are manufactured with passenger lower airbag modules assembled using a controlled process maintaining adhesion of the dust cover.

Question 11

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

Answer

Owners will be notified and instructed to take their vehicle to a JLR retailer / authorized repairer, who will replace the passenger lower airbag module with a part manufactured to the correct specification.

There will be no charge to owners for this repair.

Question 12

Which vehicles are affected by this recall?

Answer

2020 model year Range Rover Evoque vehicles as below may be affected:

SALZL2FX3LH003357 to SALZP2FX8LH017405*

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

Question 13

Are other JLR models affected by these actions?

Answer

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

Question 14

Are parts available to rework vehicles?

Answer

Yes.

Question 15

How much will the recall cost JLR?

Answer

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

Question 16

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.

In some countries, recall information is available online through the Land Rover brand web site.

Customers can use the Recall Search at

<https://TOPIx.landrover.jlrext.com/TOPIx/vehicle/lookupForm>

Question 17

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 18

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

Answer

Yes, however customers are advised that must they see the passenger lower airbag module cushion partially or fully unfold in the front passenger footwell they must seek assistance from a JLR retailer / authorized repairer.

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 JLR Corporate Media office on +44-(0)2475-361000 or jlmedia@jaguarlandrover.com