



SAFETY RELATED RECALL

Global Recall Action
Number: N978v2

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	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



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