



SAFETY RELATED RECALL

Global Recall Action
Number: N945v3

Changes are highlighted in blue

Subject: Passenger Frontal Airbag Replacement	Publication No.: N945v3
	Model: New Range Rover Evoque (LZ)
	Model Year: 2020 - 2025
	Model: New Range Rover Evoque (JZ)
	Model Year: 2022 - 2025
	Date of Issue: 28 January 2026

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
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 supersedes Update Prior to Sale notice UPS3025 with immediate effect. The blue highlighted text relates only to the date information. All text in this bulletin should be read and understood in full.</p> <p>This campaign has been updated to include passenger airbag serial number location imagery and extra information to assist in instrument panel removal.</p> <p>This campaign has been updated to include the following information - The parts return instructions in the new passenger airbag module packaging are to be ignored. When the repair is complete the removed passenger airbag module is to be disposed of in accordance with market processes.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A concern has been identified on certain 2020 model year to 2025 model year Range Rover Evoque vehicles where, during a passenger airbag deployment, the airbag may tear as a result of improper folding of the airbag during the airbag assembly process.

A torn airbag may reduce the occupant protection and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gasses which may cause burns to occupants.

ACTION TO BE TAKEN

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

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 Company (NSC), 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-454

Transport Canada (TC) reference number: 2025-365

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 to 2025 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.



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 - N945V3

Changes are highlighted in blue

Parts Information

Parts for this campaign are being distributed to market(s) as required. You must only order parts when a confirmed repair date is set.

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

Description	Part Number	Qty
Passenger Airbag Module	541123545	1
Fixings	RYH500420	8

SROs

Description	SRO	Time
Passenger airbag - Renew	99.04.23	0.9
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 N945 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.

JLR retailers / authorized repairers are required to record the serial number of the passenger airbag module they are installing into vehicle. The new serial number must be entered into the warranty portal when the claim data entry is made. JLR retailers / authorized repairers are requested to keep a record of the installed passenger airbag module serial number as well.

Airbag Serial Number Location

The passenger airbag serial number is located on the airbag module label under the part number as shown in the illustration.



E407713

Program	Option	Description	SRO	Time	Part Number	Qty
N945	A	Passenger airbag - Renew	99.04.23	0.9	541123545 RYH500420	1 8
N945	B	Passenger airbag - Renew Drive in / drive out	99.04.23 02.02.02	0.9 0.2	541123545 RYH500420	1 8

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:

- 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).
- **An allowance equivalent to £20 sterling is allocated for the disposal of the old passenger airbag. To log the passenger airbag disposal expense, use code ZZZ302 and follow the designated related damage process.**

The parts return instructions in the new passenger airbag module packaging are to be ignored. When the repair is complete the removed passenger airbag module is to be disposed of in accordance with market processes.

SERVICE INSTRUCTION

ALL VEHICLES

The parts return instructions in the new passenger airbag module packaging are to be ignored. When the repair is complete the removed passenger airbag module is to be disposed of in accordance with market processes.

If required refer to Special Service Tool release note JLRST132 on TOPIx for the latest airbag deployment tool kit information.

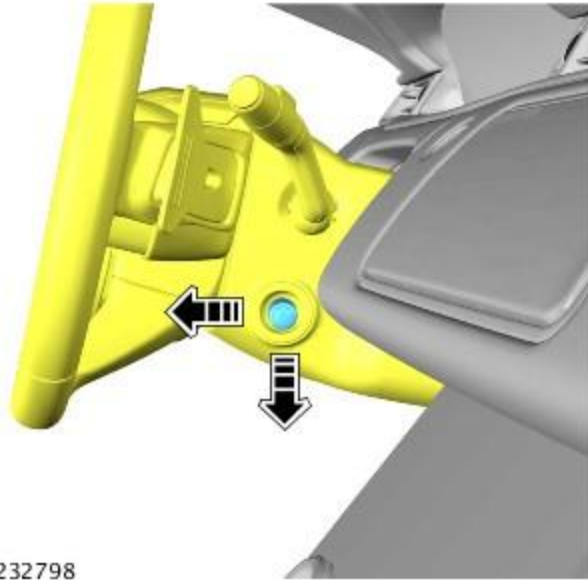
WARNINGS:

- To prevent accidental deployment, you must power down the [Restraints Control Module \(RCM\)](#). Wait at least 2 minutes after you disconnect the 12V system before you do any work on the [Supplementary Restraint System \(SRS\)](#). If you do not follow these instructions, it can cause injury or death.
- Do not connect any electrical test device or equipment to the [SRS](#) connectors.
- Always wear safety glasses when working on an airbag equipped vehicle and when handling an airbag. Failure to follow this instruction may result in personal injury.

NOTES:

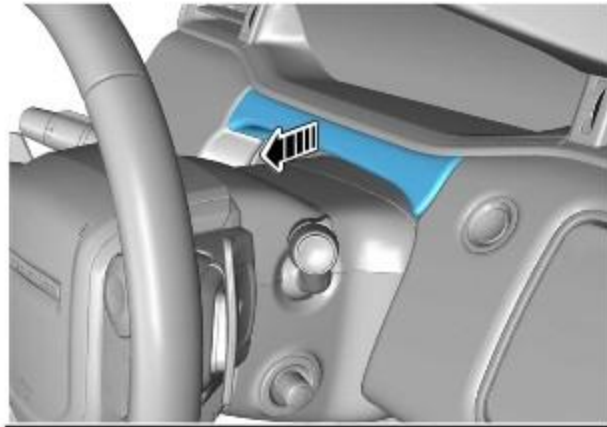
- This procedure contains illustrations showing certain components removed to provide extra clarity.
- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.
- This procedure contains illustrations for left hand drive vehicles, right hand drive vehicles are similar.

1. Set the steering wheel to the lowest and fully extended position.



E232798

SERVICE INSTRUCTION



E232528

2. Remove the instrument panel center trim panel.

- Release the 2 clips.

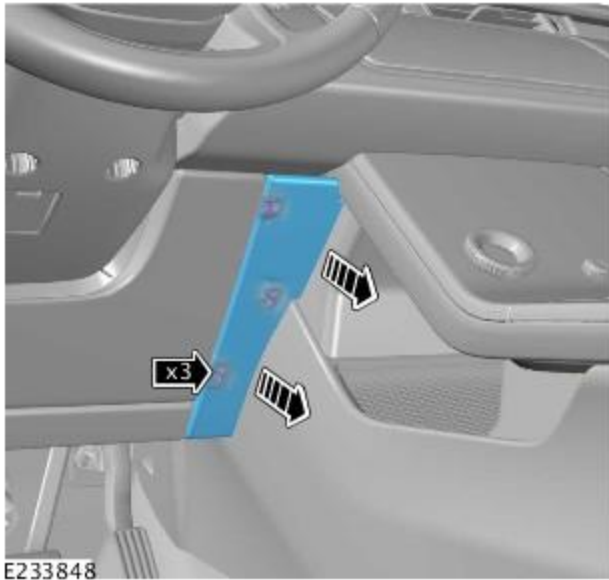
3. Disconnect the 12V system, (see TOPIx Workshop Manual section 414-00: Battery and Charging System - General Information - General Procedures - 12V System Disconnect).

4.

WARNING:

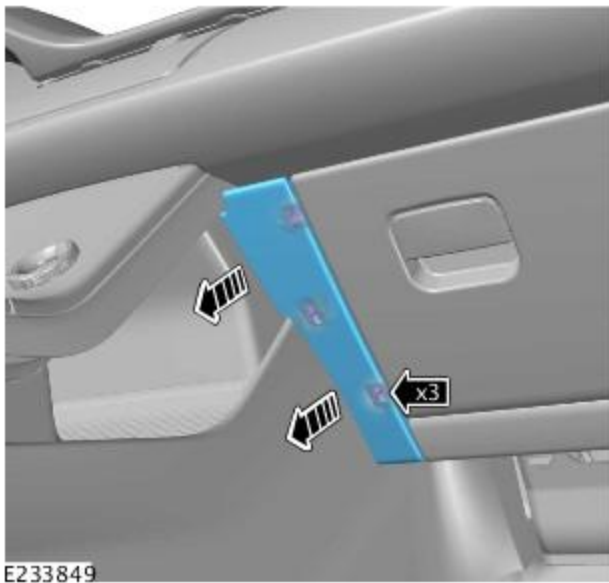
Failure to observe the 2 minutes wait time after the 12V system is disconnected may result in personal injury.

To avoid accidental airbag deployment, wait at least 2 minutes after you disconnect the 12V system.



5. Remove the left side trim panel.

- Release the 3 clips.



6. Remove the right side trim panel.

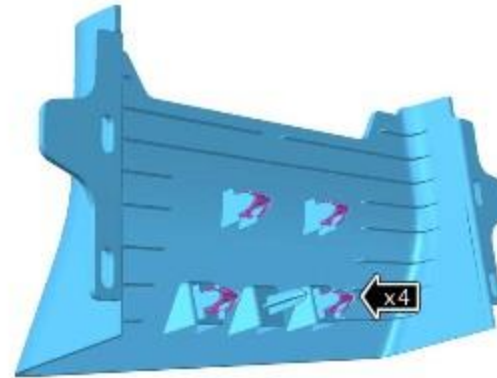
- Release the 3 clips.

ALL VEHICLES TO THE END OF 2023 MODEL YEAR

SERVICE INSTRUCTION

7. Remove the center trim panel.

- Release the 4 clips.



ALL VEHICLES FROM 2024 MODEL YEAR

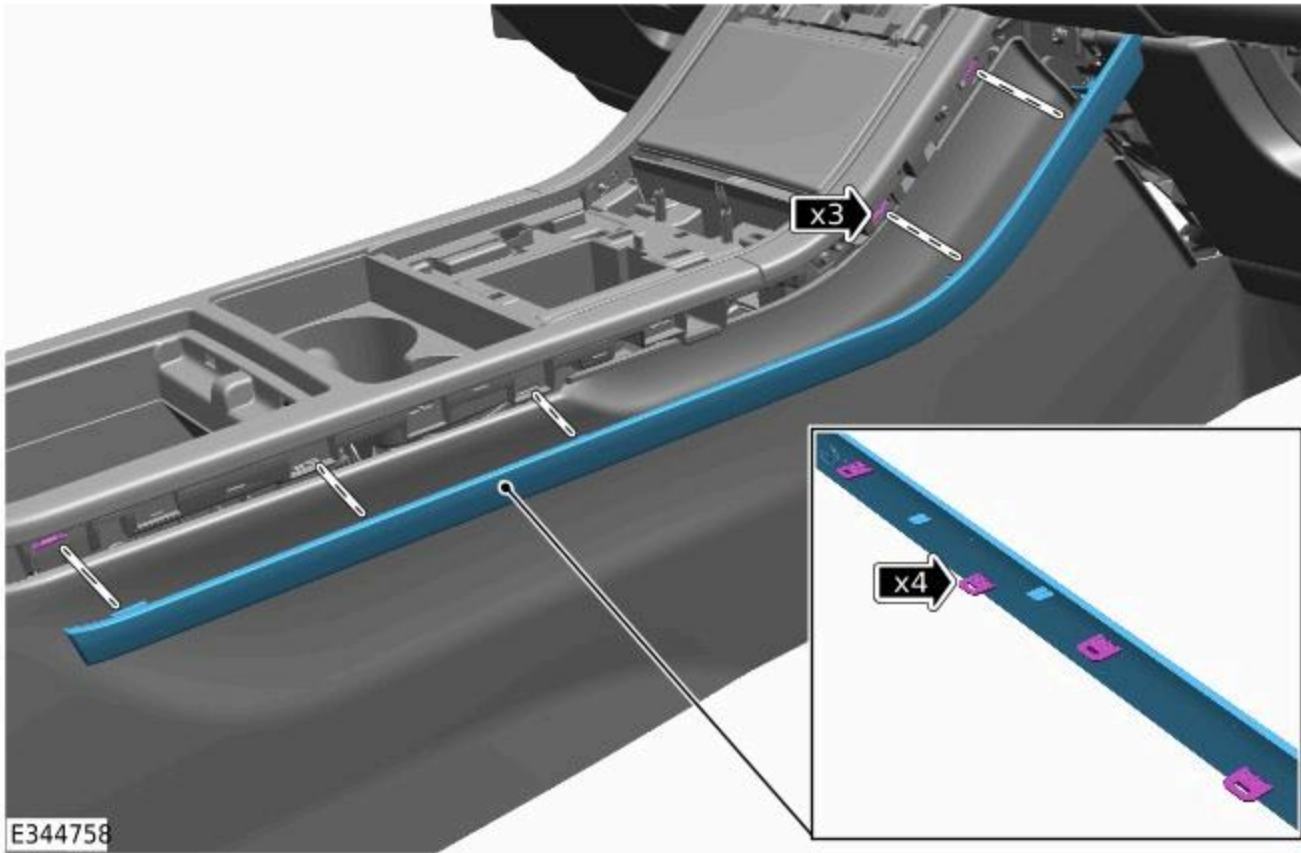
8.

NOTE:

Repeat the step for the other side.

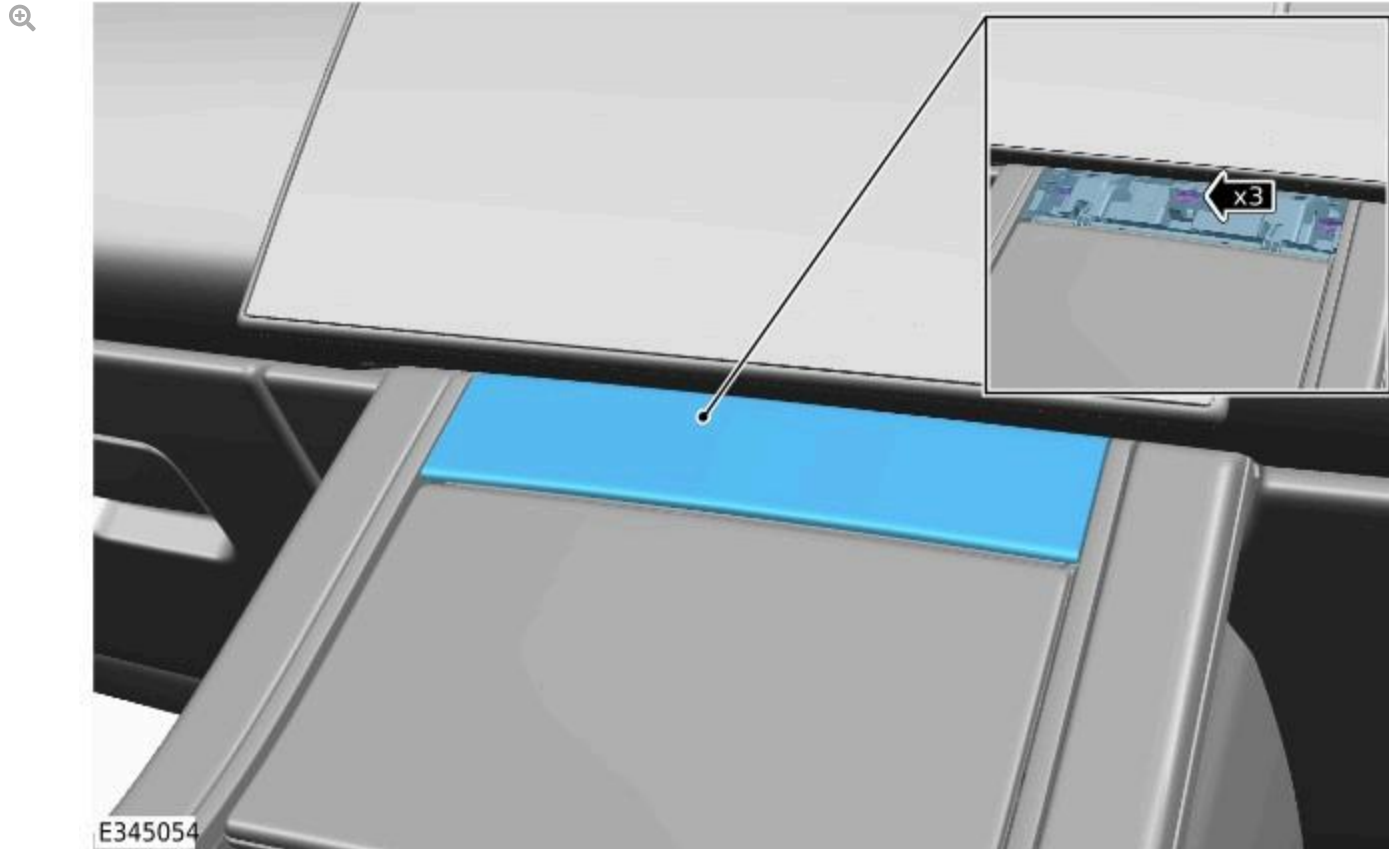
Release the floor console trim from the 7 clips.

- Remove the floor console trim.



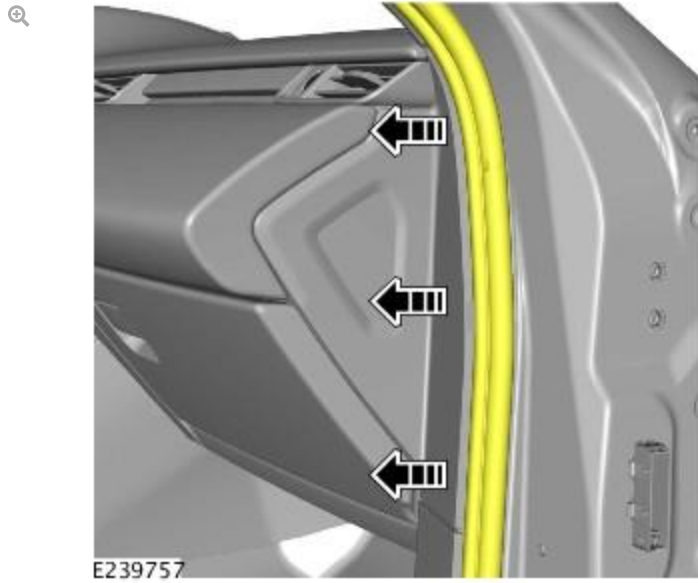
9. Release the 3 clips.

- Remove the upper trim panel.



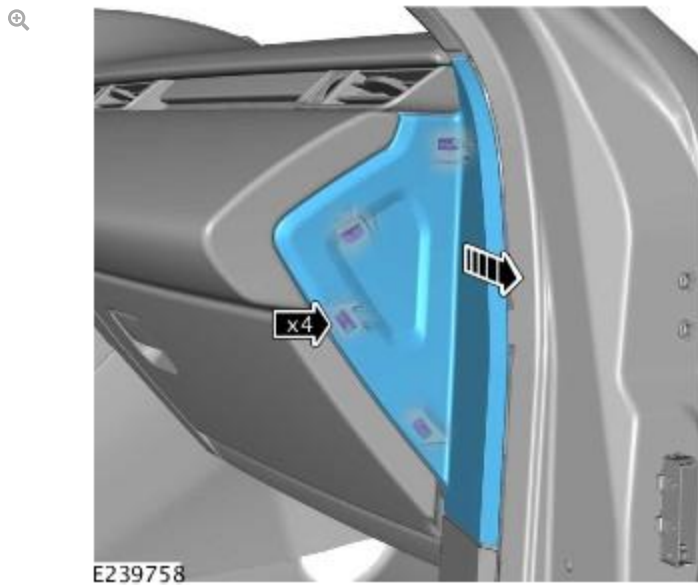
ALL VEHICLES

10. Release the right side door aperture seal.



11. Remove the right side trim panel.

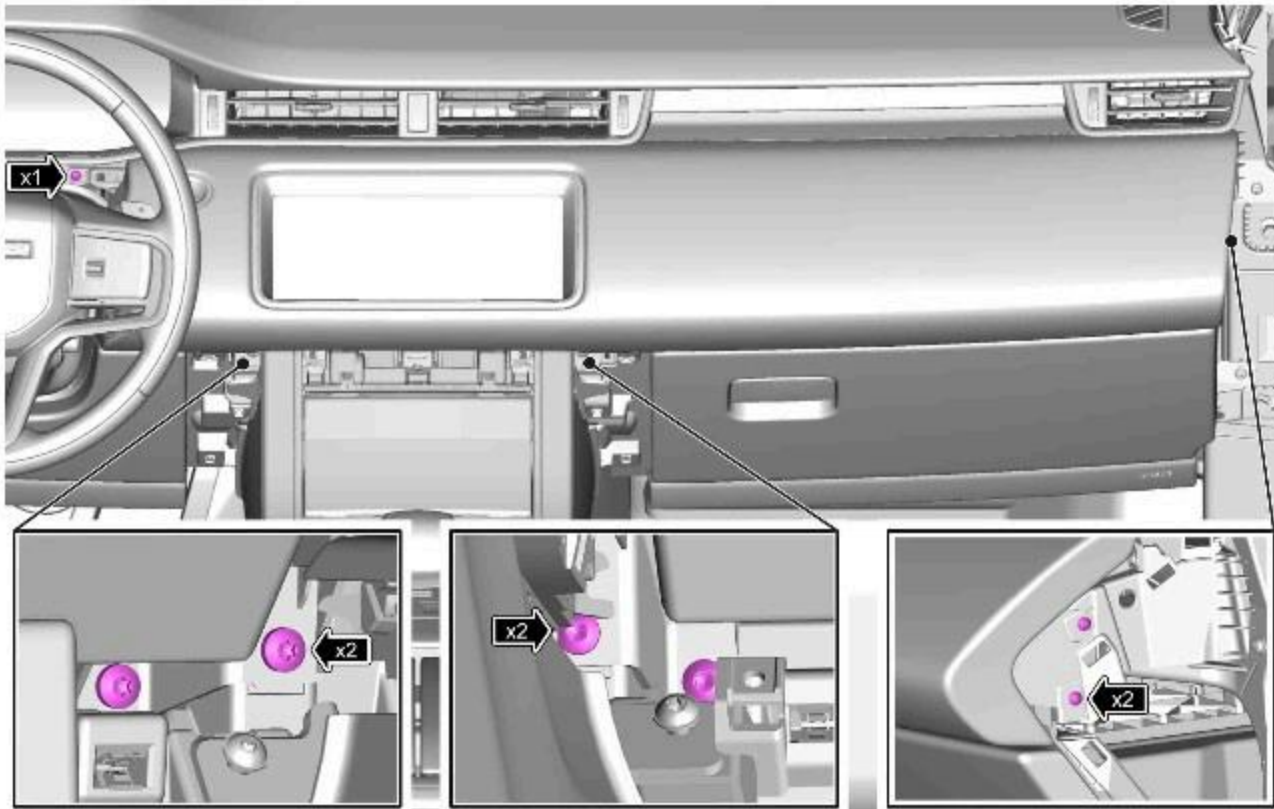
- Release the 4 clips.



VEHICLES TO THE END OF 2023 MODEL YEAR WITH LOW-LINE **Interactive Display Module 'A' (IDMA)**

12. Remove the 4 bolts.

- Remove the 3 screws.

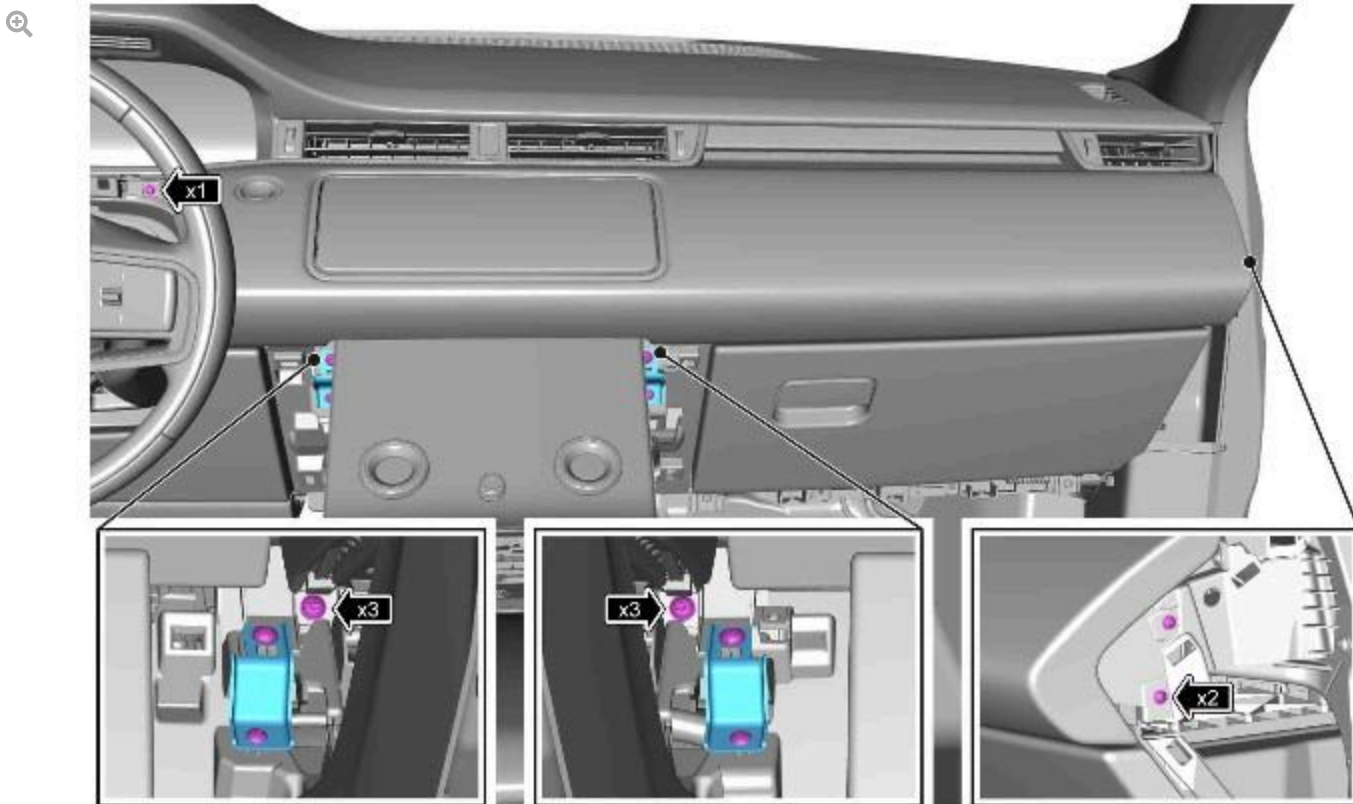


E407716

VEHICLES TO THE END OF 2023 MODEL YEAR WITH HIGH-LINE [IDMA](#)

13. Remove the 2 instrument panel right trim panel retaining brackets.

- Remove the 6 bolts.
- Remove the 2 mounting brackets.
- Remove the 3 screws.



E407717

ALL VEHICLES TO THE END OF 2023 MODEL YEAR

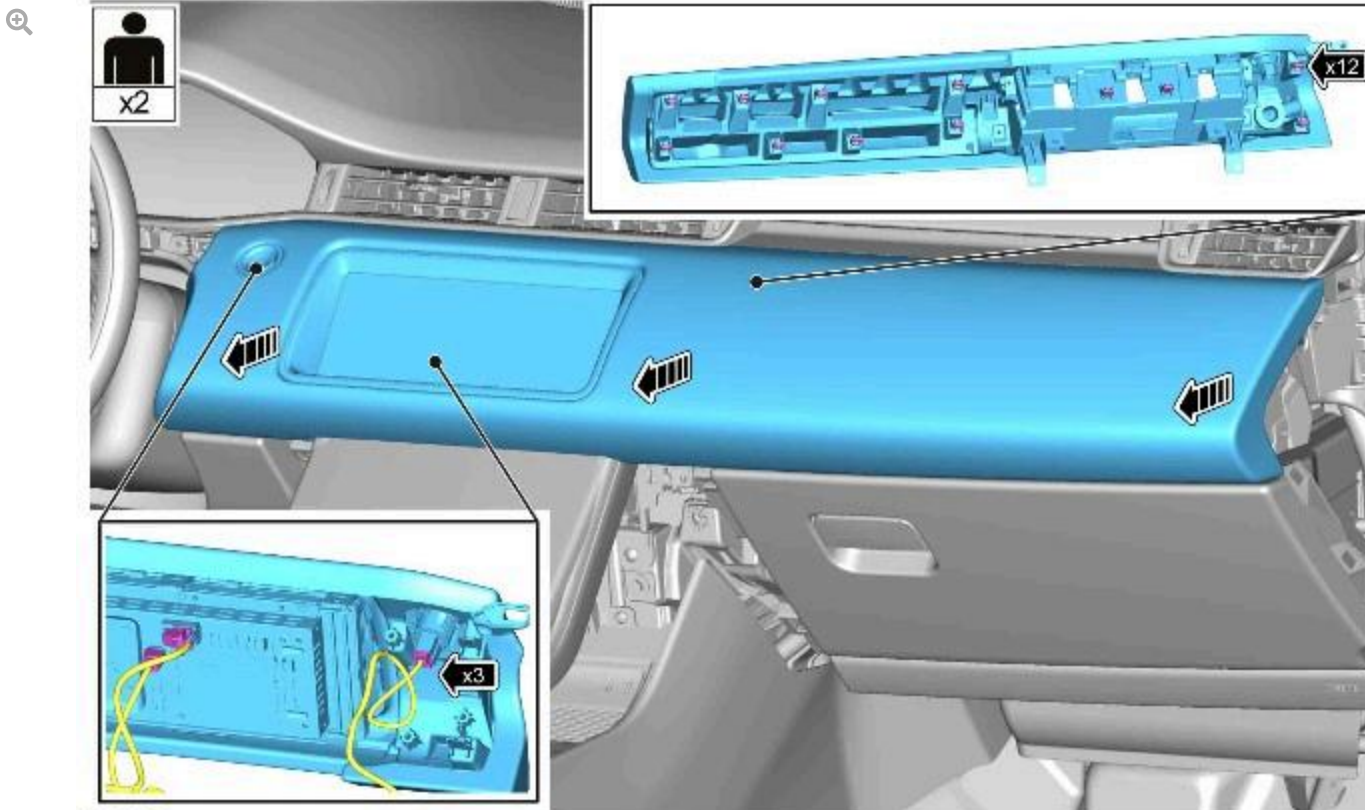
14.

NOTE:

Low-line [IDMA](#) instrument panel right trim panel shown in illustration, high-line [IDMA](#) instrument panel right trim panel similar.

With assistance, remove the instrument panel right trim panel.

- Release the 12 clips.
- Disconnect the 3 electrical connectors.



E393900

ALL VEHICLES FROM 2024 MODEL YEAR

15. Remove the 4 bolts.

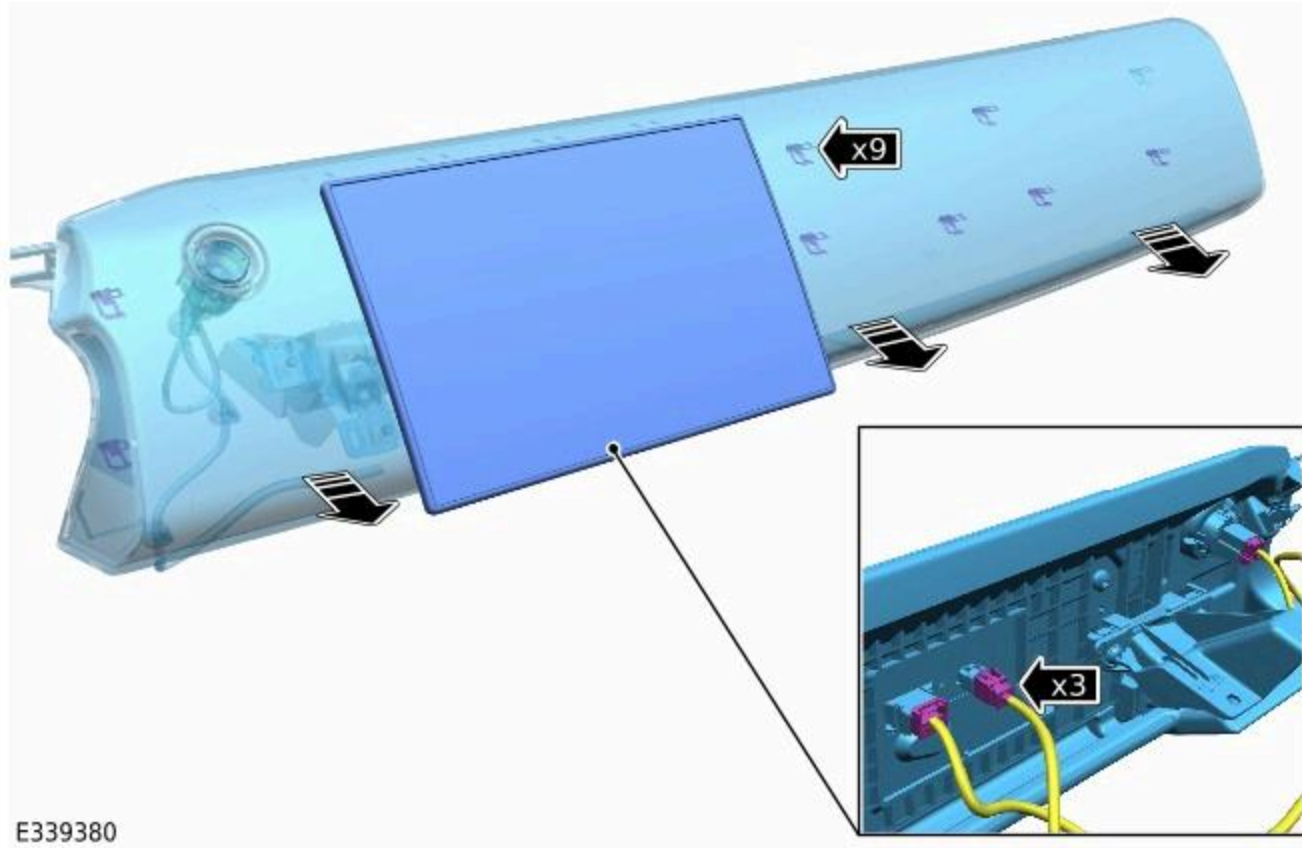
- Remove the 3 screws.



E395382

16. With assistance, remove the instrument panel right trim panel.

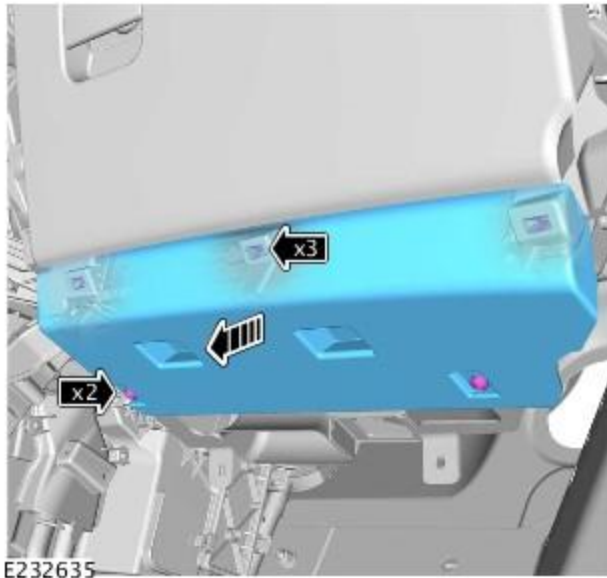
- Release the 9 clips.
- Disconnect the 3 electrical connectors.



ALL VEHICLES

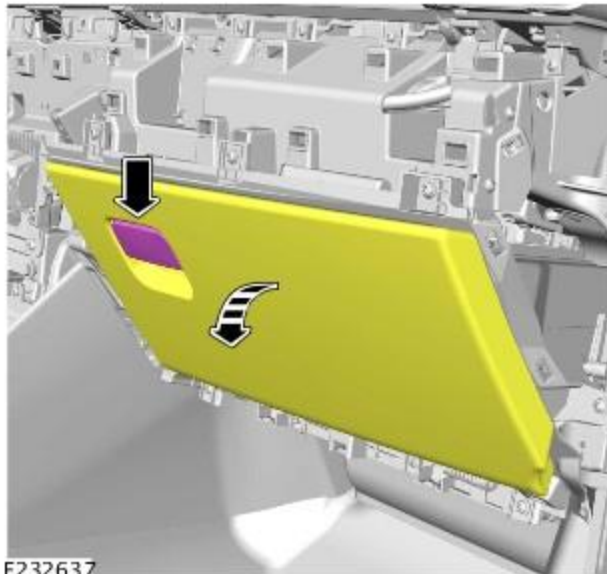
17. Remove the passenger side footwell trim panel.

- Remove the 2 bolts.
- Release the 3 clips.



E232635

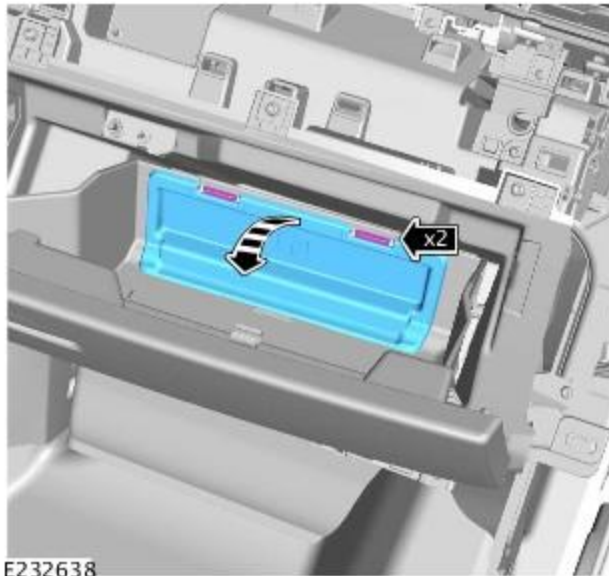
18. Open the glovebox.



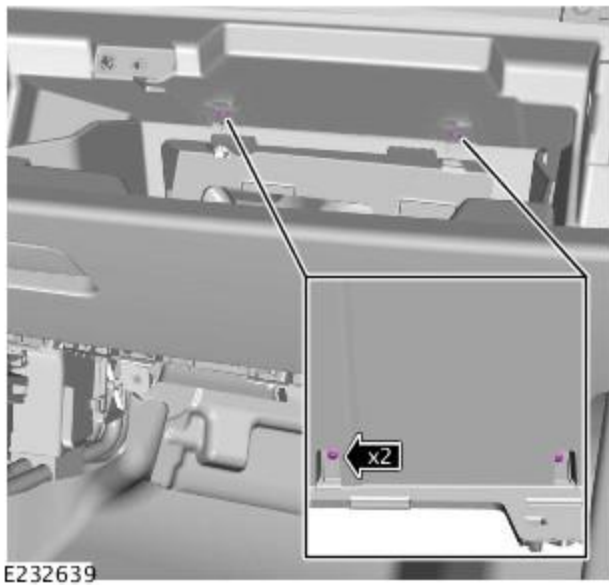
E232637

19. Remove the section panel.

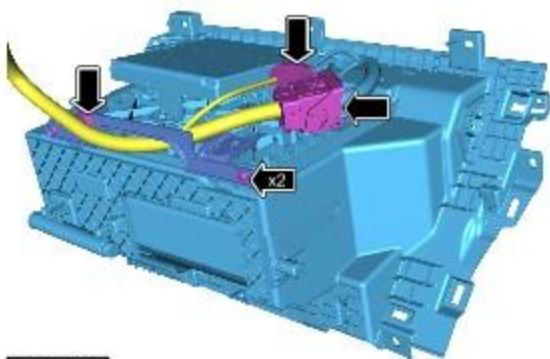
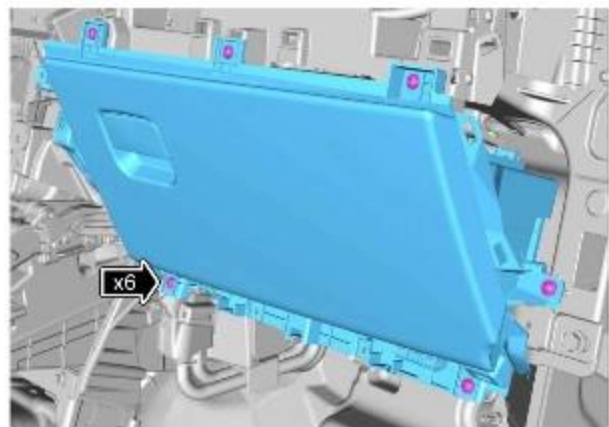
- Release the 2 plastic retainers.



20. Remove the 2 bolts.



21. Remove the glovebox.



E232636

-

NOTE:

Number of bolts will differ dependent of vehicle specification.

- Remove the 6 bolts.
- Release the wiring harness clip.

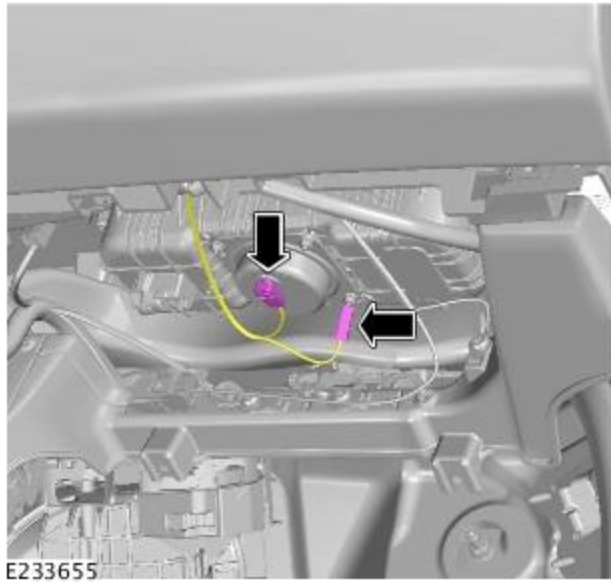
-

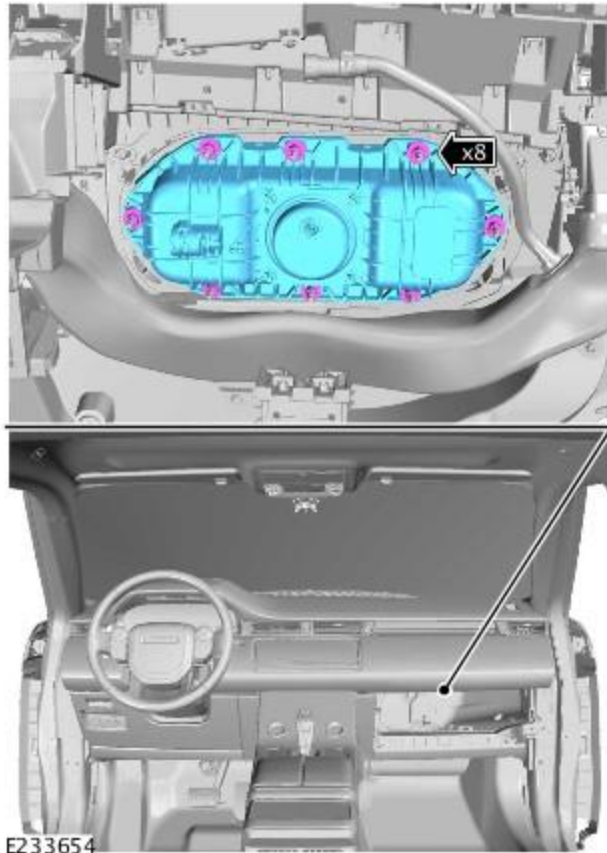
NOTE:

Number of electrical connectors will differ dependent of vehicle specification.

- Disconnect the electrical connectors.
- Remove the 2 screws.

22. Disconnect the 2 electrical connectors.





SERVICE INSTRUCTION

23.

CAUTION:

The airbag must be disposed of safely and in accordance with all applicable local regulations, (see TOPIx workshop manual section 501-20: Supplementary Restraint System - General Procedures - Airbag Disposal) and Special Service Tool release note JLRST132 for latest airbag deployment tool kit information.

Remove and safely dispose of the passenger airbag.

- Remove the 8 nuts.

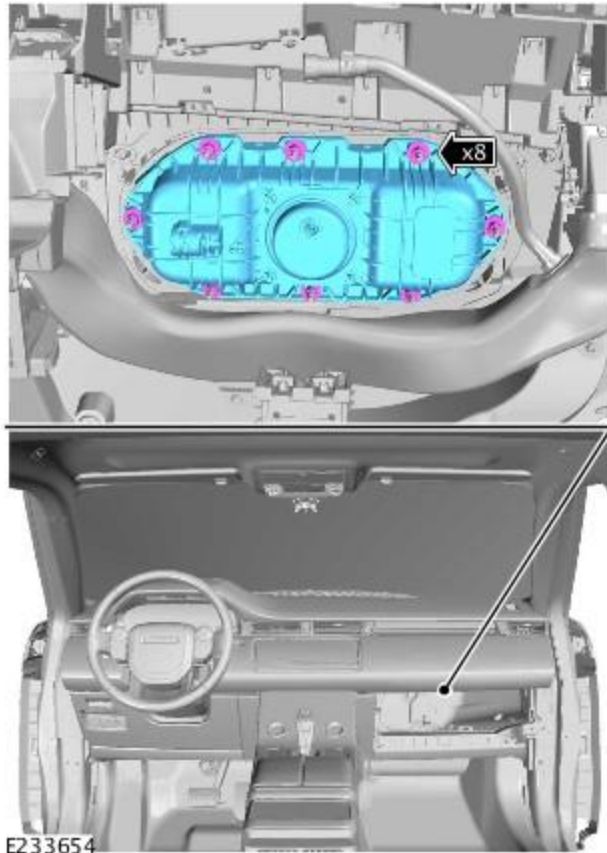
24.

NOTE:

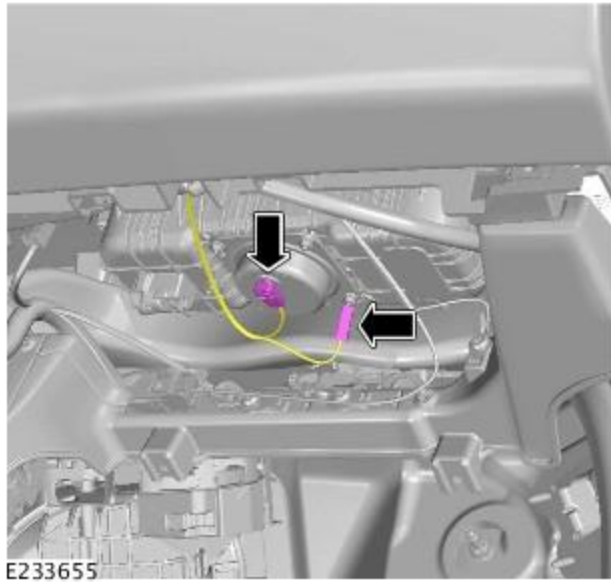
JLR retailers / authorized repairers are required to record the serial number of the passenger airbag module they are installing into vehicle. The new serial number must be entered into the warranty portal when the claim data entry is made. JLR retailers / authorized repairers are requested to keep a record of the installed passenger airbag module serial number as well.

Install the new passenger airbag.

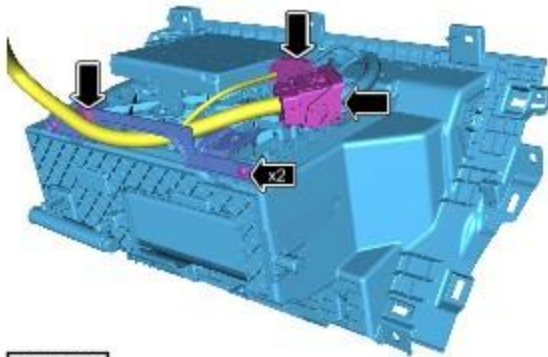
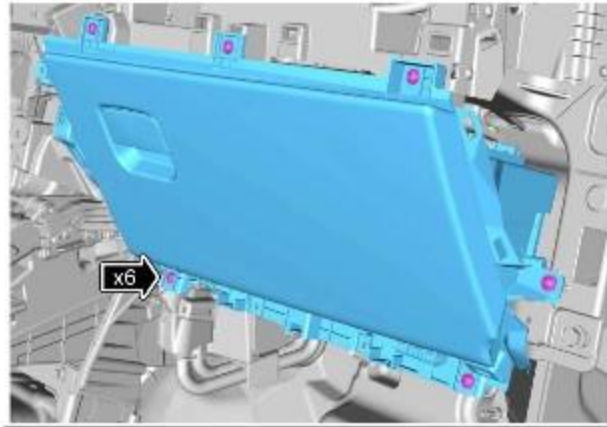
- Install and tighten the 8 nuts.
 - Torque: **6 Nm**.



25. Connect the 2 electrical connectors.



26. Install the glovebox.



E232636

- **NOTE:**
Number of electrical connectors will differ dependent of vehicle specification.

Connect the electrical connectors.

- Install the 2 screws.
- Install the wiring harness clip.

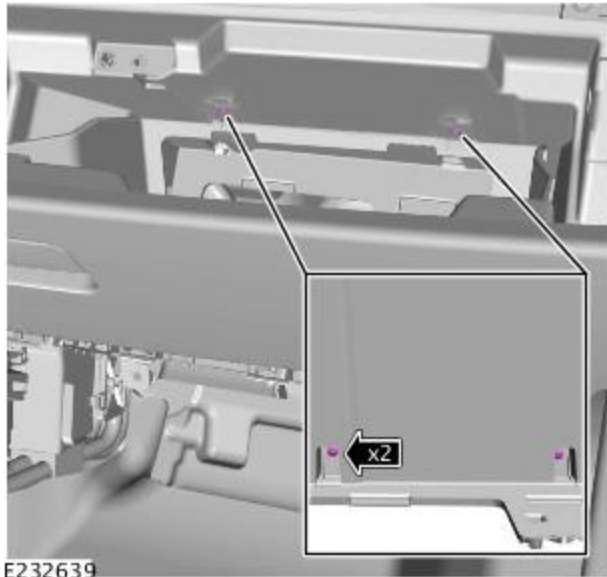
- **NOTE:**
Number of bolts will differ dependent of vehicle specification.

Install and tighten the 6 bolts.

- Torque: **6 Nm**.

27. Install the 2 bolts.

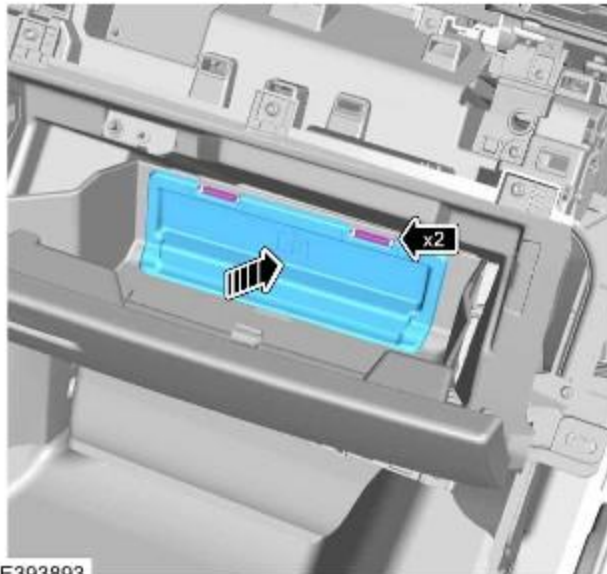
- Torque: **6 Nm.**



E232639

28. Install the section panel.

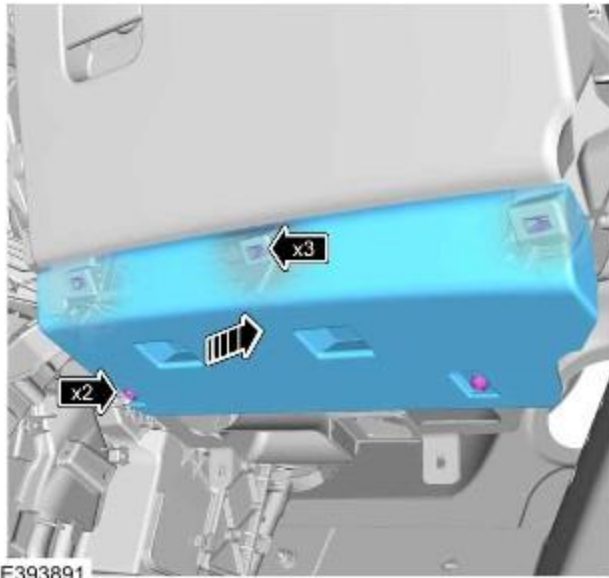
- Install the 2 plastic retainers.
- Close the glovebox.



E393893

29. Install the passenger side footwell trim panel.

- Install the 3 clips.
- Install and tighten the 2 bolts.
 - Torque: **8 Nm**.



E393891

ALL VEHICLES TO THE END OF 2023 MODEL YEAR

30.

CAUTION:

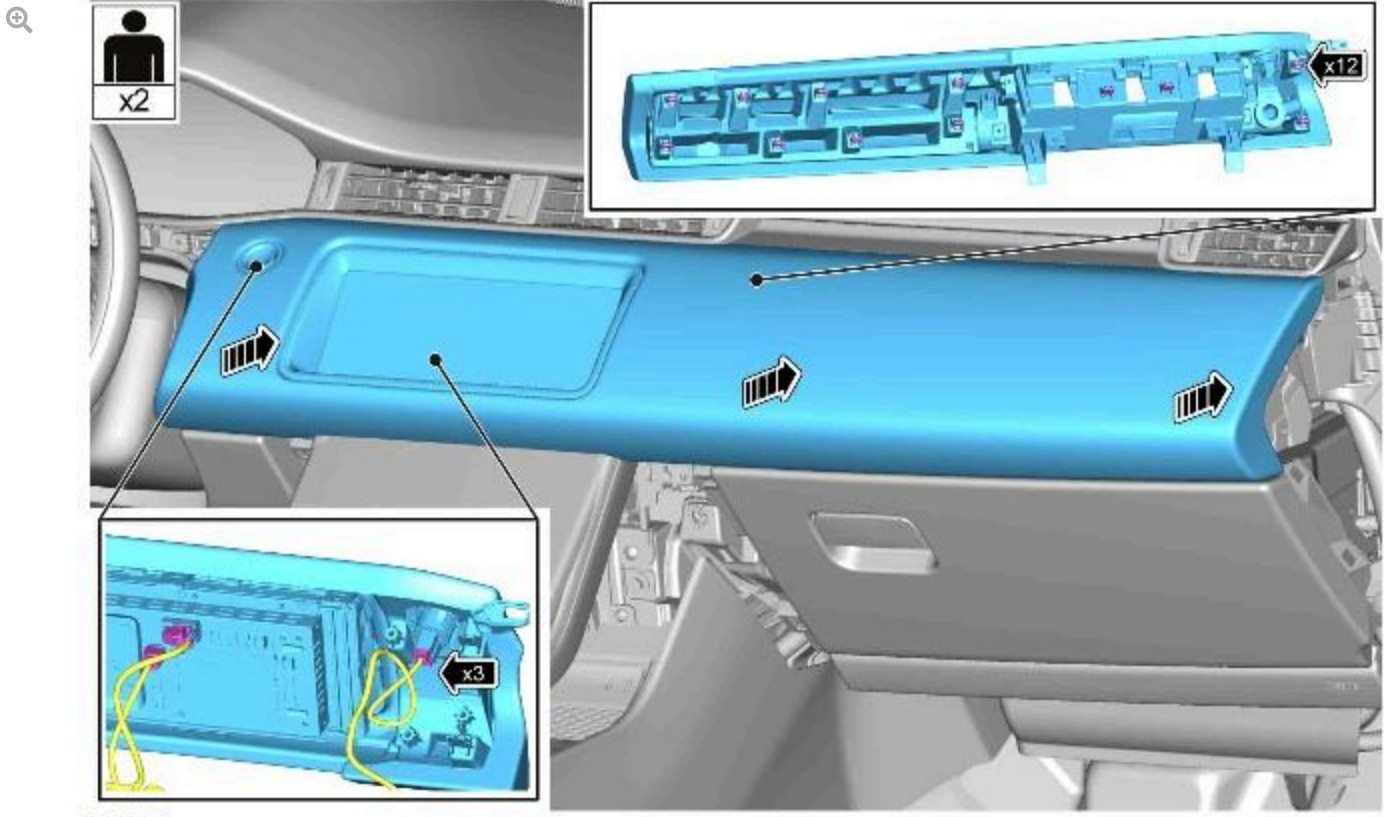
Care must be taken to not damage the clips.

NOTE:

Low-line [IDMA](#) instrument panel right trim panel shown in illustration, high-line [IDMA](#) instrument panel right trim panel similar.

Connect the 3 electrical connectors.

- With assistance, install the instrument panel right trim panel.

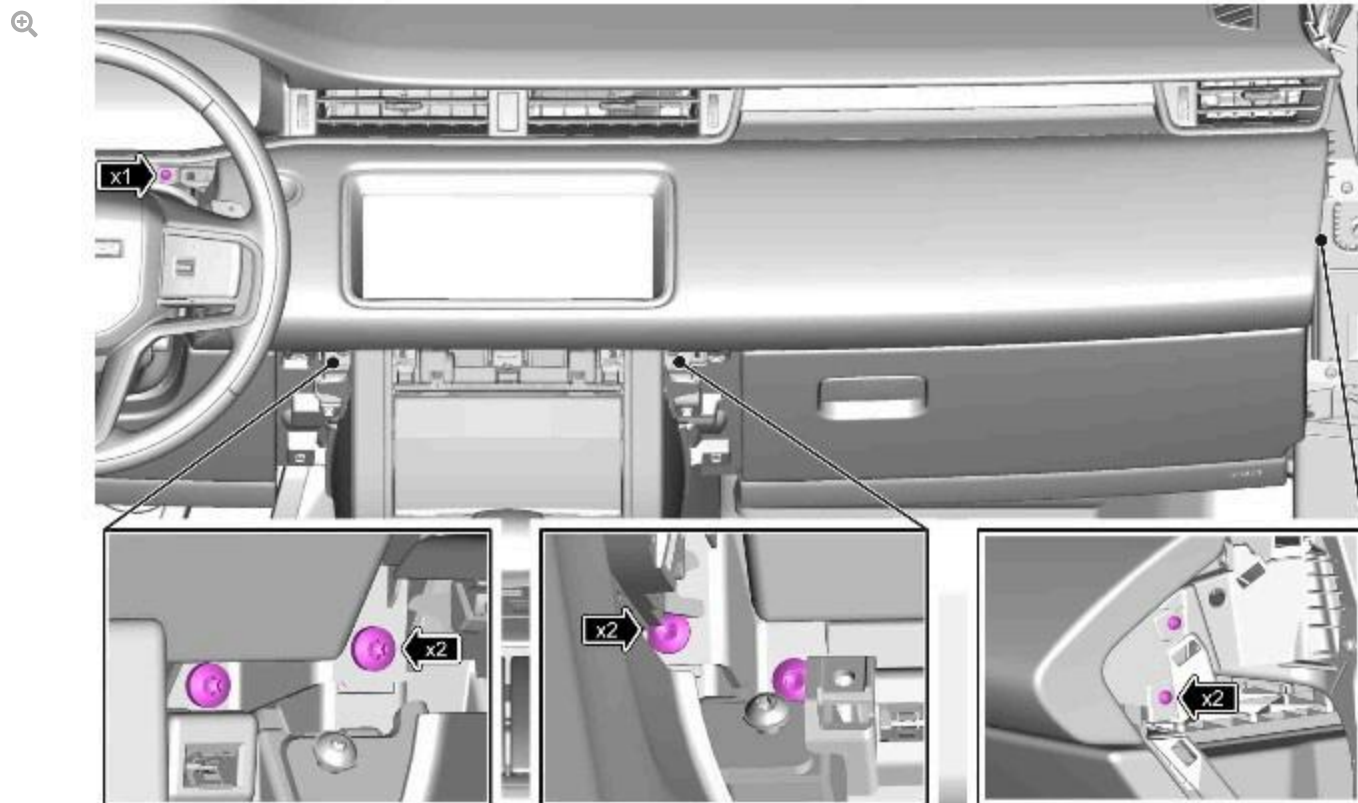


E393899

VEHICLES TO THE END OF 2023 MODEL YEAR WITH LOW-LINE [IDMA](#)

31. Install the instrument panel right trim panel fixings.

- Install and tighten the 4 bolts.
 - Torque: **4.8 Nm**.
- Install and tighten the 3 screws.
 - Torque: **1.5 Nm**.

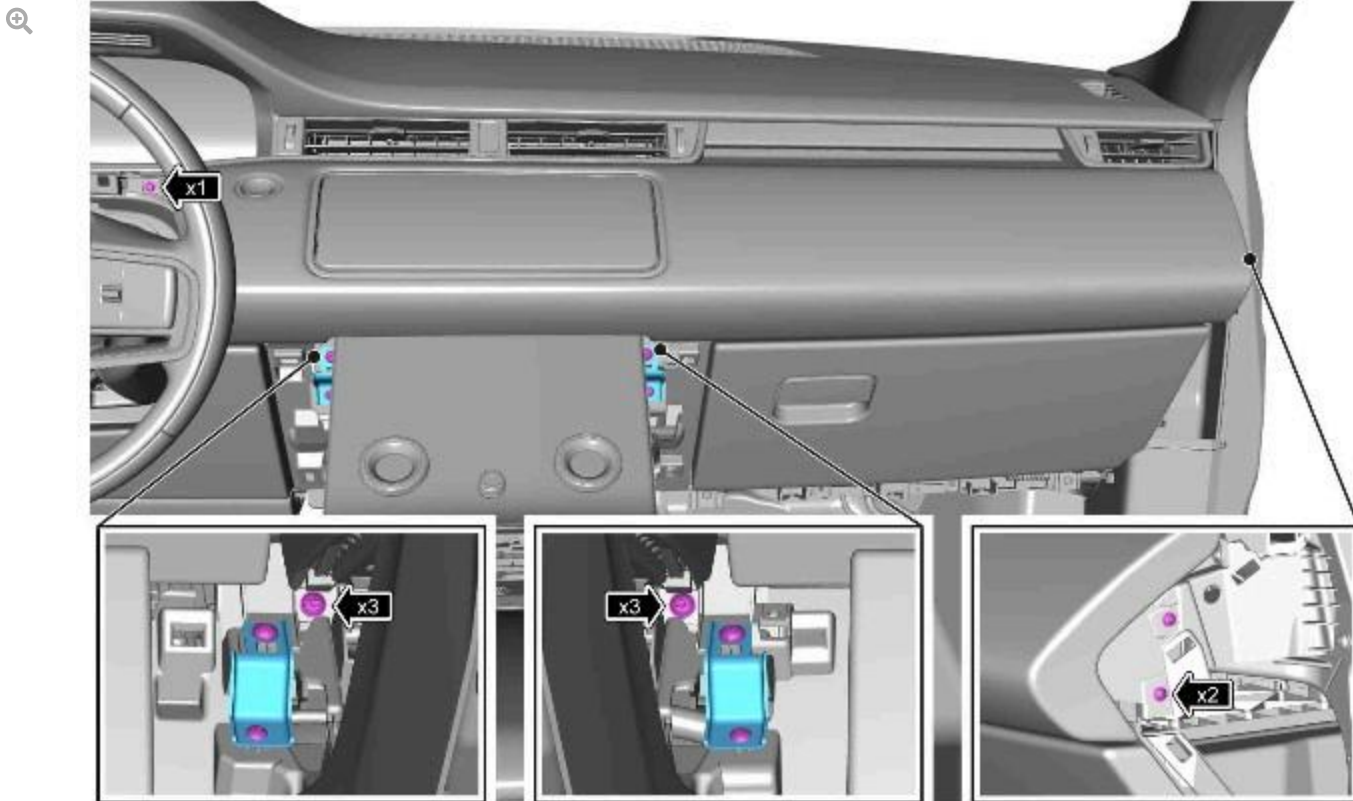


E407716

VEHICLES TO THE END OF 2023 MODEL YEAR WITH HIGH-LINE [IDMA](#)

32. Install the 2 mounting brackets.

- Install and tighten the 6 bolts.
 - Torque: **4.8 Nm**.
- Install and tighten the 3 screws.
 - Torque: **1.5 Nm**.



E407717

ALL VEHICLES FROM 2024 MODEL YEAR

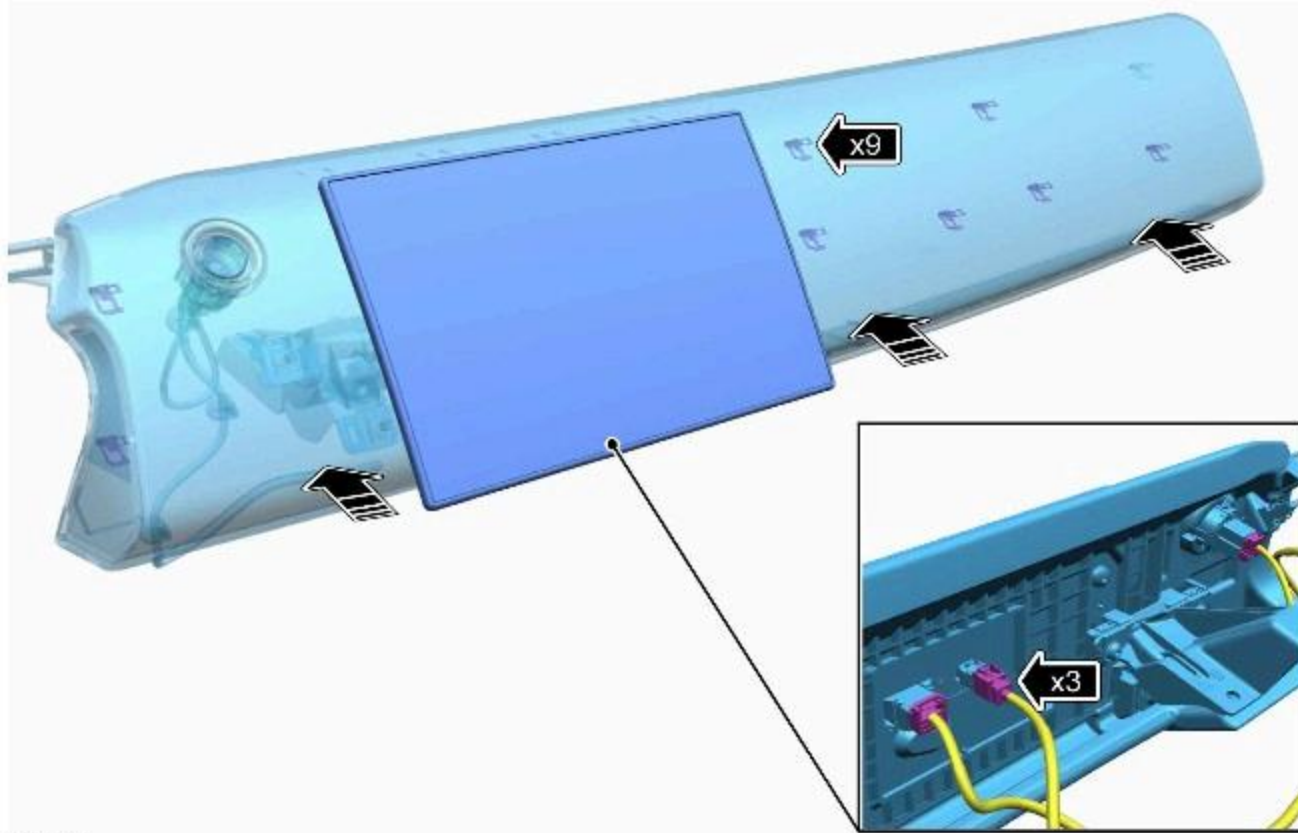
33.

CAUTION:

Care must be taken to not damage the clips.

Connect the 3 electrical connectors.

- With assistance, install the instrument panel right trim panel.



E395383

34. Install the instrument panel right trim panel fixings.

- Install and tighten the 4 bolts.
 - Torque: **4.8 Nm**.
- Install and tighten the 3 screws.
 - Torque: **1.5 Nm**.

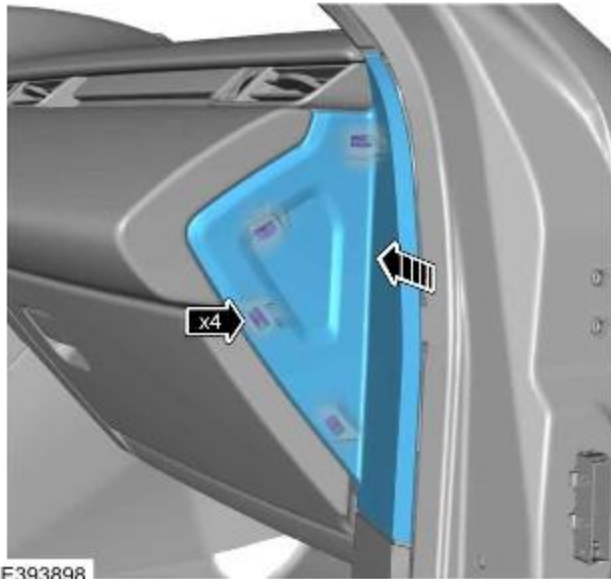


E395382

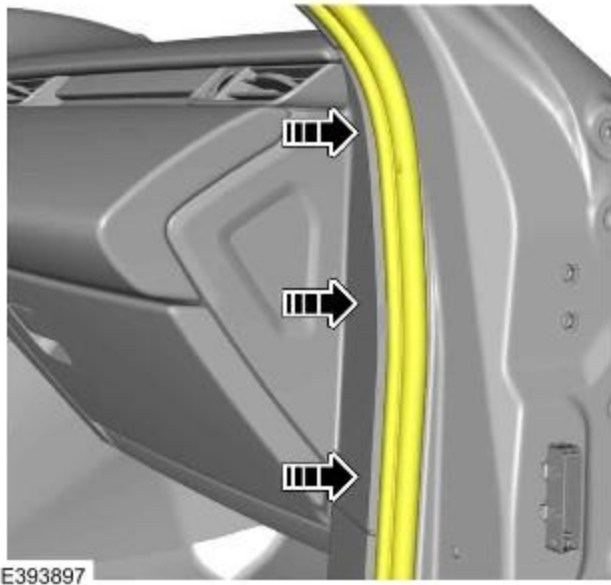
ALL VEHICLES

35. Install the right side trim panel.

- Install the 4 clips.

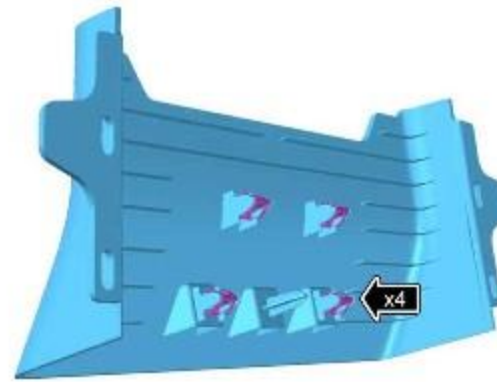
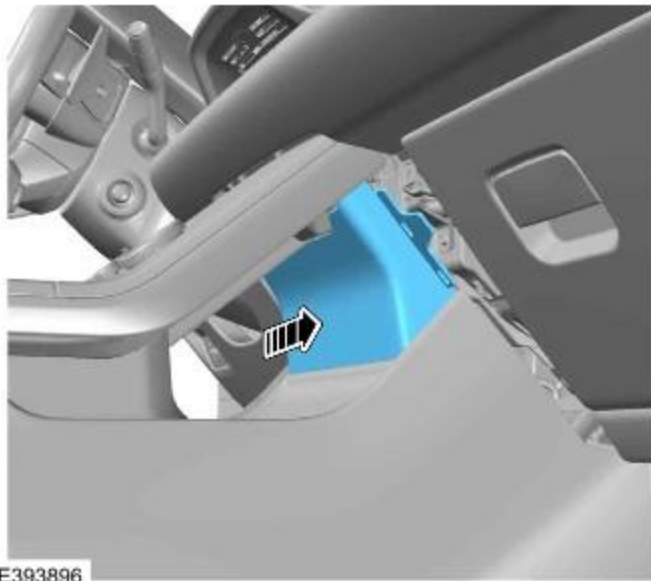


36. Install the right side door aperture seal.



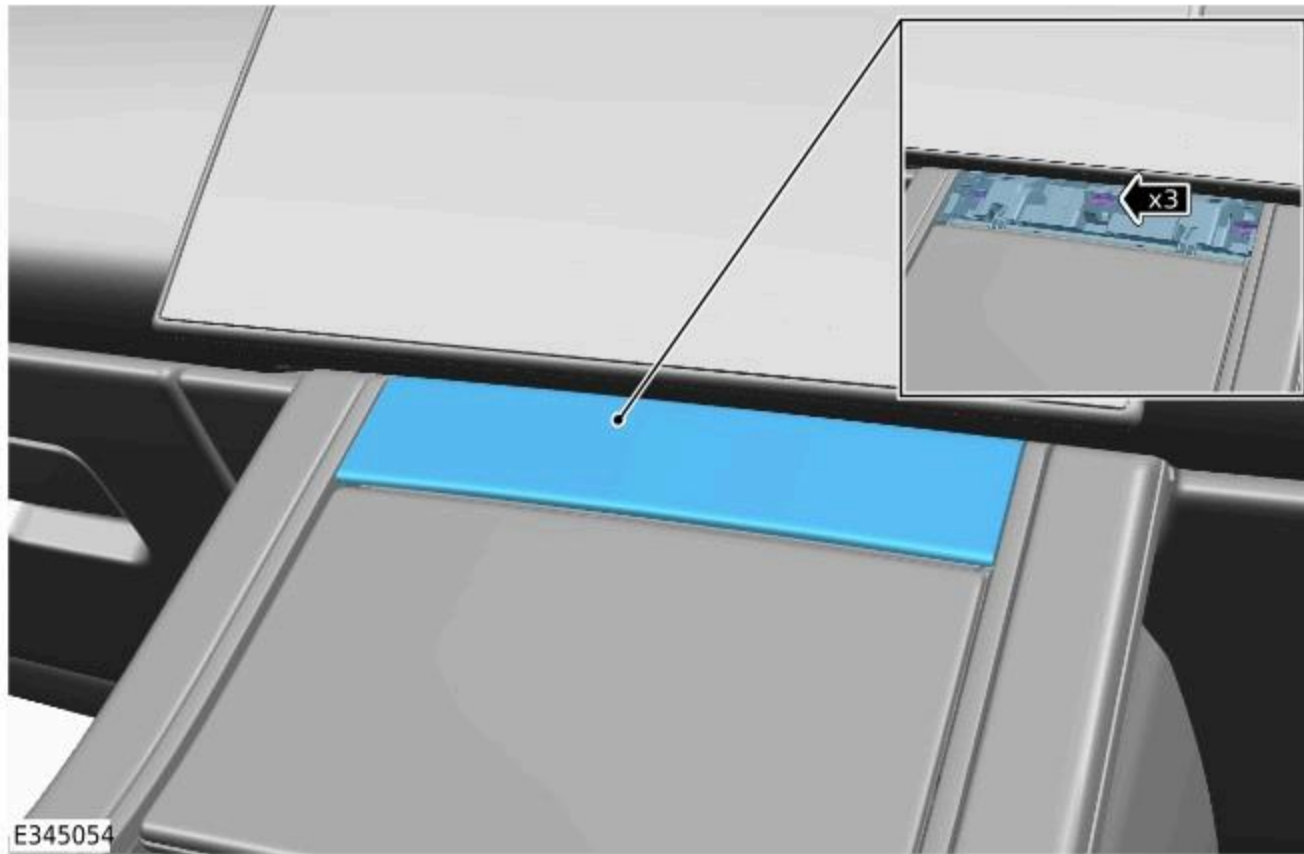
ALL VEHICLES TO THE END OF 2023 MODEL YEAR

37. Install the center trim panel.



ALL VEHICLES FROM 2024 MODEL YEAR

38. Install the upper trim panel.

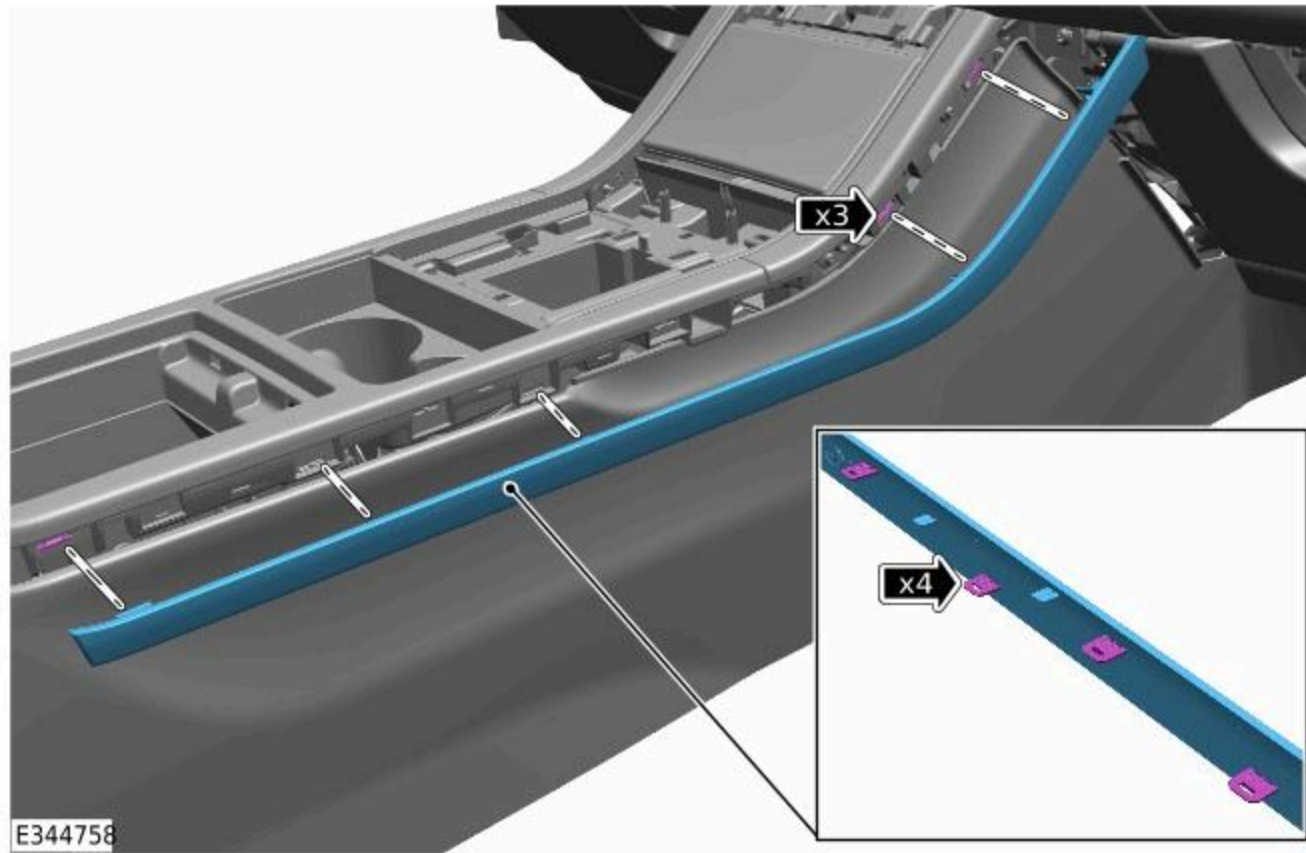


39.

NOTE:

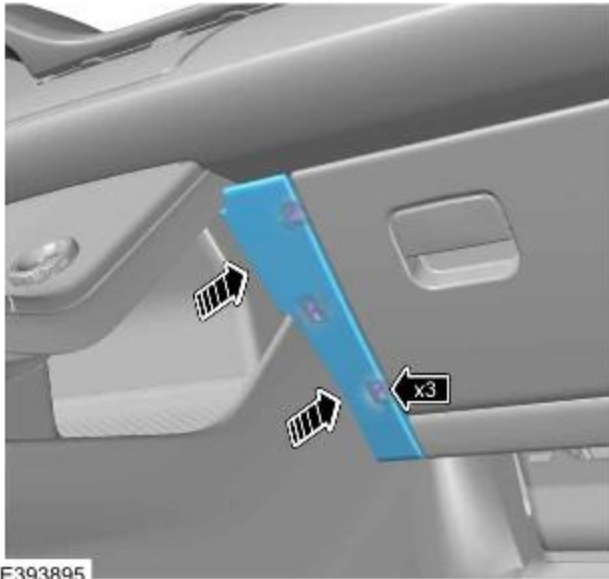
Repeat the step for the other side.

Install the floor console trim.



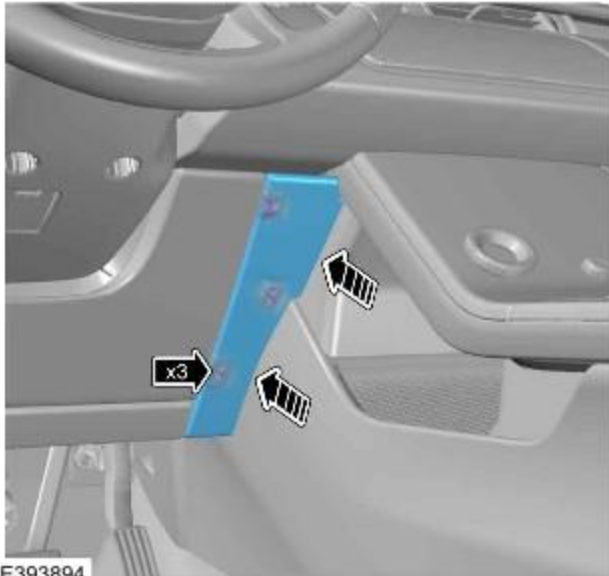
ALL VEHICLES

40. Install the right side trim panel.



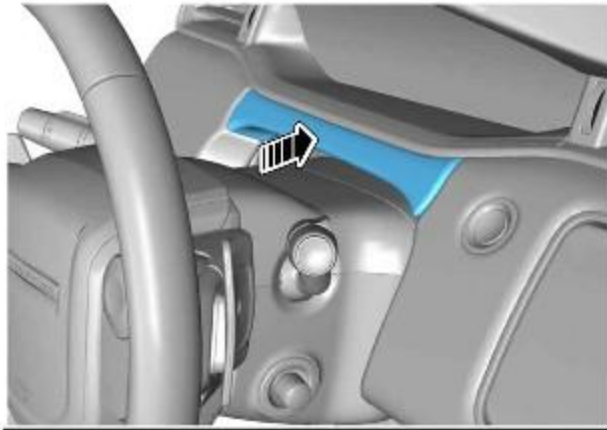
E393895

41. Install the left side trim panel.



E393894

42. Install the instrument panel center trim panel.



E393890

43. Connect the 12V system, (see TOPIx Workshop Manual section 414-00: Battery and Charging System - General Information - General Procedures - 12V System Disconnect).

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: N945

Date: month/year

SAFETY RELATED RECALL - Range Rover Evoque - Passenger Frontal Airbag Replacement

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 on certain 2020 model year to 2025 model year Range Rover Evoque vehicles where, during a passenger airbag deployment, the airbag may tear as a result of improper folding of the airbag during the airbag assembly process.

A torn airbag may reduce the occupant protection and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gasses which may cause burns to occupants.

What will your JLR retailer / authorized repairer do?

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

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 Recall N945	
Passenger Frontal Airbag Replacement	

A concern has been identified on certain 2020 model year to 2025 model year Range Rover Evoque vehicles where, during a passenger airbag deployment, the airbag may tear as a result of improper folding of the airbag during the airbag assembly process.

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 safety recall involving certain 2020 model year to 2025 model year Range Rover Evoque vehicles. Customers will be asked to take their vehicles to an approved repairer to have the passenger airbag module replaced.

Question 3

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

Answer

Engineering testing has revealed that the folding of the airbag cushion within the passenger airbag module has not been consistent during the production period concerned, which can result in the airbag tearing during deployment. A torn airbag may reduce the occupant protection and therefore increase risk of injury in the event of a crash. A torn airbag may also allow the escape of hot gases which may cause burns to occupants.

Question 4

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

Answer

This concern is invisible to the customer until airbag deployment, at which point the airbag may not provide the adequate cushioning in the event of an accident.

Question 5

Does this concern affect vehicle safety?

Answer

Yes.

Question 6

Has JLR received many complaints?

Answer

JLR has not received any complaints attributed to this concern.

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

Are there any precautions that can be taken to minimize the risk until the corrective measures are implemented?

Answer

Affected customers will be contacted as soon as the remedy is available and asked to book an appointment at their earliest convenience.

Question 9

How was the concern discovered?

Answer

The concern was identified through the instrument panel supplier lot acceptance testing.

Question 10

How long has JLR known about this concern?

Answer

It became clear that there was a risk to the safety of our customers in June 2025.

Question 11

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 12

What has JLR done in production?

Answer

Production vehicles have had an updated folding process applied during the airbag production process.

Question 13

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

Answer

Vehicles will have the passenger airbag module and associated components replaced.

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

Question 14

Which vehicles are affected by this recall?

Answer

Certain 2020 model year to 2025 model year Range Rover Evoque vehicles as below may be affected:

SALZA2BN6LH006473 to SALZA2AX4SL924494 and 99JZA2BX6NT400001 to 99JZA2BX5ST402298*

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

Question 15

Are other JLR models affected by this concern?

Answer

Jaguar E-PACE is also affected by this concern and action is being taken under safety recall H552.

Question 16

Are parts available to rework vehicles?

Answer

The recall will be launched when parts are available in sufficient quantity for JLR retailers / authorized repairers to conduct this repair.

Question 17

How much will the recall cost JLR?

Answer

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

Question 18

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 brand's web site.

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

Question 19

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 and 6 minutes to complete. Naturally, due to JLR retailer / authorized repairer schedules, vehicles may be required for longer.

Note:

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