



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

April 07, 2025

SAFETY RECALL N978: Front Passenger Lower Knee Airbag Module

Vehicles Affected: 2020MY Range Rover Evoque

National Highway Traffic Safety Administration (NHTSA) Recall Number: 25V-088

Dear Range Rover Evoque Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect which relates to motor vehicle safety exists in certain 2020MY Range Rover Evoque vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

The front passenger side lower knee airbag module cushion cover may become loose due to a degradation of the adhesive on the airbag dust cover. This can result in the passenger lower knee airbag module cushion partially or completely unfolding from the knee airbag module housing and becoming visible in the front right footwell.



An improperly folded air bag may not deploy as intended, increasing the risk of injury in a crash.

What are the warning signs of this condition?

The passenger lower knee airbag module cushion does not remain correctly folded in its designed position.

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

Customers are advised that should they see the knee airbag module cushion partially or fully unfurled in the footwell they should seek assistance from a retailer to have Recall **N978** completed.

What will Land Rover and your authorized Land Rover Retailer do?

Your Land Rover authorized retailer will replace the passenger lower knee airbag module with a part manufactured to the correct specification. There will be no charge to the owners for this repair.

Please be advised that Land Rover does not yet have the parts and final repair procedure available to complete this repair. When all parts and repair processes are available you will receive a 2nd notification letter. This is expected to be in June 2025,

What should you do?

When you receive the 2nd notification letter, please contact your preferred authorized Land Rover retailer and provide them with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code **N978**.

Attention Leasing Agencies: Federal Regulations require you to forward this notice to your lessee within TEN (10) days.

How long will it take?

The work will be carried out as quickly and efficiently as possible in order to minimize any inconvenience to customers. The work is expected to take less than one (1) hour, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

What if I have previously paid for this concern?

If you have already paid for this concern before the date of this letter, Land Rover is offering a refund. To qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America LLC.

Moved or no longer own this Land Rover vehicle?

If you are no longer the owner of this vehicle, Land Rover would appreciate the name and address of the new owner (if known); please fill out and return the enclosed return postage-paid card.

What should you do if you have further questions?

If you have any questions or concerns regarding this Program, please contact the Service Manager at your authorized Land Rover retailer for assistance. If you have any queries or concerns that your local Retailer cannot address, please contact the Land Rover Customer Relationship Centre at **1-800-637-6837, option 9**, and one of our representatives will be happy to assist you.

You may also contact us by email using the following address: **lrweb2@jaguarlandrover.com**. Please include your full name, address, and VIN of your vehicle in your email.

If you have the need to contact Land Rover by mail, please use the following address:

Jaguar Land Rover North America, LLC
ATTN: Customer Relationship Center
100 Jaguar Land Rover Way
Mahwah, NJ 07495

If your retailer fails or is unable to remedy this defect without charge and within a reasonable amount of time, you may submit a complaint to the:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or call the toll-free Vehicle Safety Hotline at **1-888-327-4236 (TTY: 1-888-275-9171)**; or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wishes to do everything we can to retain that confidence. The SOTA update is being made available for your convenience. Should you request a Retailer service visit, Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience caused by this program.

Sincerely,



Wayne Clarke

Director, Technical Services
Jaguar Land Rover North America, LLC.