

# SAFETY RECALL N412 (NHTSA 19V-840) - HEADLINER METAL PLATE RETENTION



NAS20.02.011

WORKSHOP

USA

AFTERSALES BULLETIN

FEBRUARY 18, 2020

***Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a Recall on certain 2020 model year Land Rover Range Rover Evoque vehicles imported into the United States market. Information relating to this Recall will be posted on the National Highway Traffic Safety Administration website.***

***United States Federal regulations require that retailers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.***

***United States Federal law requires retailers to complete any outstanding Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer could result in a civil penalty of up to \$22,329.00 per vehicle.***

***This Aftersales Bulletin serves as notification to all Land Rover retailers in the United States and Federalized Territories that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.***

## **NOTE: THIS BULLETIN UPDATES NAS19.12.002.**

### **DESCRIPTION OF DEFECT**

An issue has been identified on certain Land Rover vehicles within the listed Affected Vehicle Range where, in temperatures below 23° Fahrenheit (-5° Celsius), the adhesive bond attaching a metal plate to the headliner of the vehicle may reduce. Should the vehicle be involved in a collision of sufficient severity to require the side curtain airbag to deploy, the metal plate could detach from the headliner during airbag deployment. Once detached, the plate may pass through the passenger compartment and strike an occupant.

### **AFFECTED VEHICLE RANGE**

Range Rover Evoque (LZ)

Model Year: ..... 2020

VIN: ..... SALZM2GX5LH000181-SALZJ2FX1LH025797

A total of 3,444 vehicles are potentially involved in the USA and Federalized Territories. Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer.

### **EFFECT ON VEHICLE OPERATION**

Should the detached plate strike a vehicle occupant, it may cause injury.

### **SERVICE PROGRAM / REWORK ACTION**

Owners will be notified to take their vehicle to an authorized Land Rover retailer who will apply new self-adhesive fleece tape to the metal plate and the area around the headliner fixing on the driver and passenger sides of the vehicle.

There will be no charge to owners for this action.

### **OWNER NOTIFICATION**

A second owner notification, advising them that the necessary components are now available, is expected to occur on or before the week of March 17, 2020.

## ACTION TO BE TAKEN

Use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale. Retailers who choose to proceed against this recommendation, where legally permitted, must clearly and conspicuously disclose the open recall to the applicable customers.

Refer to Technical Bulletin N412NAS, *SAFETY RECALL: Headliner Metal Plate Retention*, for detailed repair instructions.

## PARTS

DESCRIPTION	PART NUMBER	QUANTITY
Modification Kit	LR140060	1

## TOOLS

Refer to the Technical Bulletin referenced above for any required special tools.

## WARRANTY

**NOTE:** use the Jaguar Land Rover claims submission system to make sure that a vehicle is eligible for this program prior to undertaking any rework action.

At the time of confirming a booking for vehicle repair, make sure that all outstanding Recall and Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

Warranty claims must be submitted quoting the Program Code together with the relevant Option Code. The SRO and parts information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

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

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NUMBER	QUANTITY
N412	A	Headliner - Modification	76.64.89.25	2.0	LR140060	1
N412	B	Headliner - Modification	76.64.89.25	2.0	LR140060	-
		Drive in/drive out	02.02.02	0.2	-	

*Normal Warranty policies and procedures apply.*

**IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle SALZXXXXXXXXXXXX**

**March 2020**

**SAFETY RECALL N412: Headliner Metal Plate Retention**

**Vehicle Affected: Land Rover Range Rover Evoque  
Model Year: 2020**

**National Highway Traffic Safety Administration (NHTSA) Recall Number: 19V-840**

**Dear Land Rover 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 relating to motor vehicle safety exists in certain 2020 model year Land Rover Range Rover Evoque vehicles.

You previously received a letter advising you that we were in the process of obtaining the necessary components to rectify your vehicle. Those components are now available.

Your vehicle is included in this Recall action.

**What is the reason for this program?**

In temperatures below 23°F (-5°C), the adhesive bond attaching a metal plate to the headliner of the vehicle may reduce. Should the vehicle be involved in a collision of sufficient severity to require the side curtain airbag to deploy, the metal plate could detach from the headliner during airbag deployment. Once detached, the plate may pass through the passenger compartment and strike an occupant.

Should the detached plate strike a vehicle occupant, it may cause injury.

**What will Land Rover and your authorized Land Rover retailer do?**

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will apply new self-adhesive fleece tape to the metal plate and the area around the headliner fixing on the driver and passenger sides of the vehicle.

There will be no charge for this repair under this program.

**What should you do?**

Please contact your preferred authorized Land Rover retailer, provide them with your Vehicle Identification Number (VIN), and request a service date to complete the work required under Program Code **'N412'**.

**Attention Leasing Agencies:** if you are a vehicle lessor, 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 to minimize inconvenience to customers and is expected to take approximately 2.5 hours, 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.

**Moved or no longer own this Land Rover vehicle?**

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner, using the Information Change Form enclosed.

**What should you do if you have further questions?**

If you have any questions or concerns, 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 Center 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](mailto:lrweb2@jaguarlandrover.com).

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 after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied 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 Ave., S.E., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Land Rover appreciates your confidence in our product and wish to do everything we can retain that confidence. We recognize this service visit may be an inconvenience to you. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Rory Beattie  
Vice President Customer Service  
Jaguar Land Rover North America, LLC

## TECHNICAL Q & A: SAFETY RECALL N412

---

**Main Message:** in temperatures below 23° Fahrenheit (-5° Celsius), the adhesive bond attaching a metal plate to the headliner of the vehicle may reduce. Should the vehicle be involved in a collision of sufficient severity to require the side curtain airbag to deploy, the metal plate could detach from the headliner during airbag deployment. Once detached, the plate may pass through the passenger compartment and strike an occupant.

**Q1 Who do I contact if a member of the press contacts me about this recall?**

**A** Please ensure Press enquiries are referred to the Jaguar Land Rover North America Press Office to the attention of:  
Stuart Schorr  
Vice President, Communications & Public Affairs  
Jaguar Land Rover North America, LLC  
[sschorr@jaguarlandrover.com](mailto:sschorr@jaguarlandrover.com)  
Office: +1-201-760-8561  
Cell: +1-201-739-2964

**Q2 Why is Jaguar Land Rover recalling certain Land Rover vehicles?**

**A** In temperatures below 23° Fahrenheit (-5° Celsius), the adhesive bond attaching a metal plate to the headliner of the vehicle may reduce. Should the vehicle be involved in a collision of sufficient severity to require the side curtain airbag to deploy, the metal plate could detach from the headliner during airbag deployment. Once detached, the plate may pass through the passenger compartment and strike an occupant

**Q3 Can you tell me more about what is wrong with the vehicles?**

**A** During cold temperature side curtain airbag testing, it was noted that a metal bracket from the headliner had detached unexpectedly. An investigation was conducted to understand the nature of the error state and the scope of the issue. The investigation revealed that due to a reduction in the adhesive properties of the glue which bonds the metal plate to the headliner substrate at 23° Fahrenheit (-5° Celsius), the metal plate detached during side curtain airbag deployment.

**Q4 How would the customer become aware of potentially having this concern?**

**A** Customers will have no knowledge of the concern.

**Q5 Does this concern affect vehicle safety?**

**A** Yes, this recall is being completed on the grounds of safety.

**Q6 Has Jaguar Land Rover received many complaints?**

**A** No.

**Q7 Have there been any accidents, injuries or fires?**

**A** Jaguar Land Rover is not aware of any accidents, injuries, or fires have been attributed to this issue.

**Q8 How was the condition discovered?**

**A** Supplier testing of the side curtain airbag identified an unusual headliner system condition.

**Q9 How long has Jaguar Land Rover known about this problem?**

**A** Jaguar Land Rover opened an investigation on July 23, 2019.

**Q10 Is the defect leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the passengers' safety? What type of measures are you planning to take?**

**A** We have no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.

**Q11 What has Jaguar Land Rover done in production?**

**A** Production vehicles are manufactured with an adhesive that meets the required vehicle operating temperature specification.

**Q12 What will an authorized Land Rover retailer do to the vehicles?**

**A** Authorized Land Rover retailers will apply the new self-adhesive tape pad to the metal plate and the surrounding area.

**Q13 Which vehicles are affected by this recall?**

**A** Range Rover Evoque (LZ; manufactured from November 02, 2018 to May 15, 2019)  
Model Year: ..... 2020  
VIN: ..... SALZM2GX5LH000181-SALZJ2FX1LH025797

**Q14 Are other Jaguar Land Rover models affected by these actions?**

**A** No other models, other than those listed on this document, are known to be affected by this condition.

**Q15 Are parts available to rework vehicles?**

**A** Yes, the necessary parts are available for authorized Land Rover retailers to conduct this repair.

**Q16 How much will the recall cost Jaguar Land Rover?**

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

**Q17 How do I know if my vehicle is affected?**

**A** All owners of potentially affected vehicles will shortly receive a second letter asking them to contact an authorized Land Rover retailer for the work to be carried out.

**Q18 How long does it take for the vehicle to be inspected and repaired?**

**A** The work will be carried out as quickly and efficiently as possible to minimize inconvenience to customers and is expected to take no longer than 2.5 hours. Due to retailer schedules, vehicles may be required for longer.

**Q19 Can I continue to drive my vehicle safely until it has been recalled?**

**A** Customers are advised to contact an authorized Land Rover retailer should they have any concerns regarding their vehicles.