



## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle,

**January 16, 2020**

### **Safety Recall N412: Headliner Metal Plate Retention**

**Vehicles 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.

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 the 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. However, we currently do not have a supply of the necessary tape.

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

### **What should you do?**

Once a supply of the necessary tape is obtained, we will contact you again. At that time, 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 '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 in order to minimize inconvenience to customers and is expected to take approximately (2) 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 appreciate the name and address of the new owner, using the return postage-paid card enclosed.



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**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 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](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

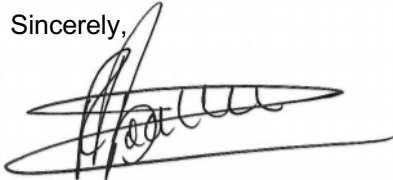
If after having attempted to take advantage of this recall you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a complaint to the:

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

Or call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 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 to 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,

A handwritten signature in black ink, appearing to read 'Rory Beattie', with a long horizontal flourish extending to the right.

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