

NON-COMPLIANCE RECALL N454 (NHTSA
20E-017) - INCORRECT SPECIFICATION
REPLACEMENT HEADLINERS



NAS20.06.011 | RECALL

| USA

AFTERSALES BULLETIN

JUNE 11, 2020

NOTE: this bulletin updates NAS20.04.012.

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.

DESCRIPTION OF DEFECT

An issue has been identified on three headliners supplied for use on United States specification 2020 Model Year Land Rover Range Rover Evoque vehicles where the headliners supplied have been incorrectly manufactured.

AFFECTED EQUIPMENT

Headliner; LR117807 (quantity one (1) at Land Rover San Diego; not installed and confirmed 'destroyed')

AFFECTED VEHICLE

New Range Rover Evoque (LZ)
Model Year: 2020
VIN / Retailer:

A total of three (3) headliners are potentially involved in the USA and Federalized Territories.

EFFECT ON VEHICLE OPERATION

In the event of a crash, there is an increased risk of injury to the occupants of the vehicle.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized retailer who will replace the headliner with one of the correct specification. There will be no charge to owners for this action.

OWNER NOTIFICATION

A second owner notification is expected to occur on or before the week of July 6, 2020.

ACTION TO BE TAKEN

Jaguar Land Rover North America, LLC
100 Jaguar Land Rover Way
Mahwah, NJ 07495

Retailers are required to HOLD affected new parts that are within your control and refrain from releasing for 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 N454NAS, *Non-Compliance Recall: Incorrect Specification Replacement Headliners*, for detailed repair instructions.

PARTS

NOTE: add the Vehicle Identification Number (VIN) to the Customer Material Field to process your order. Order quantity of '1' only.

DESCRIPTION	PART NUMBER	QUANTITY
Headliner	LR117807	1
PU adhesive kit	LR078295	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
N454	A	Headliner - Sunshine/sliding roof condition - Renew	76.64.15	4.2	LR117807	1
					LR078295	1
N454	B	Headliner - Sunshine/sliding roof condition - Renew	76.64.15	4.2	LR117807	1
		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

July 2020

Non-Compliance Recall N454: Incorrect Specification Replacement Headliners

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

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20E-

Dear Range Rover Evoque Owner,

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act* and Rover has decided that certain 2020 Land Rover Range Rover Evoque vehicles fail to conform to Federal Motor Vehicle Safety Standard Number 201 'Occupant Protection in Interior Impact'.

Your vehicle is included in this Recall action.

This letter updates the information contained in the interim letter which was mailed to you in May. The necessary parts to update and repair your vehicle are now available.

What is the reason for this program?

An issue has been identified on three headliner assemblies applied for use on limited State specification 2020 Model Year Land Rover Range Rover Evoque vehicles where headliners supplied have been incorrectly manufactured without a metal plate, possibly reducing the headliner's head impact protection.

In the event of a crash, there is an increased risk of injury to the occupants of the vehicle.

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

Land Rover is carrying out all of the vehicles mentioned above. An authorized Land Rover retailer will replace the headliner with one of the correct specifications. There will be no charge for this repair under this program.

What should you do?

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 **'N454'**.

Attention Leasing Agencies: If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within 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 4.5 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.

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 to retain your 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 concerning this program.

Sincerely,



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

TECHNICAL Q & A: NON-COMPLIANCE RECALL N454

Main Message: an issue has been identified on three headliners supplied for use on United States specification 2020 Model Year Land Rover Range Rover Evoque vehicles where the headliners supplied have been incorrectly manufactured without a metal plate, possibly reducing the headliner's head impact protection.

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

Office: +1-201-760-8561 Cell: +1-201-739-2964

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

A Replacement headliners in this condition will not meet the upper interior head impact protection requirements of Federal Motor Vehicle Safety Standards FMVSS 201U Occupant Protection in Interior Impact Upper Interior Head Impact Protection or Canadian Motor Vehicle Safety Standard - CMVSS 201 - Occupant Protection.

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

A The JLR Supplier Technical Assistance (STA) investigated the issue and found replacement headliners were manufactured at the supplier following a different process to those manufactured for original equipment supply. The different process failed to request the installation of the required metal plates onto replacement headliner assemblies.

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

A It is unlikely that a customer will realize they have this issue although they will have had their headliner recently renewed.

Q5 Does this concern affect vehicle safety?

A Yes, this concern affects the service headliner part's ability to meet the requirements of FMVSS 201U and CMVSS 210 in Canada.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has not received any reports relating to this matter.

Q7 Have there been any accidents or injuries?

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

Q8 How was the condition discovered?

A The concern was investigated following an internal alert identifying certain replacement headliners may have been manufactured away from design intent.

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

A The issue was first investigated on March 4, 2020.

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 The headliner supplier has updated the service headliner manufacturing process to ensure all headliners are manufactured to design intent.

Q12 What will authorized Land Rover retailers do to the vehicles?

A Authorized Land Rover retailers will renew the headliner with one of the correct specification.

Q13 Which vehicles are affected by this recall?

A The following Land Rover vehicles manufactured from January 09, 2019 to March 17, 2020 are affected:

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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/software available to rework vehicles?

A Yes, the necessary parts are available for authorized 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 Land Rover vehicle is affected?

A All owners of potentially affected vehicles will shortly receive a second letter inviting 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 in order to minimize inconvenience to customers and is expected to take no longer than 4.5 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.