

NOTIFICATION OF SAFETY RECALL N499 (NHTSA 20V-623)



NAS20.10.016

RECALL

USA

AFTERSALES BULLETIN

OCTOBER 20, 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 2010-2011 model year Land Rover Range Rover Sport 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

A concern has been identified on certain 2010 and 2011 Model Year Range Rover Sport vehicles where the upper cover of the rear spoiler delaminated, and on occasion, detached from the main body of the rear spoiler.

AFFECTED VEHICLE RANGE

Range Rover Sport

Model Year: 2010 -2011

VIN: SALS2D43AA212147-SALSH2E41AA257407

VIN: SALS2D46BA249294-SALSH2E40BA297012

A total of 21,834 vehicles are potentially involved in the USA and Federalized Territories.

Visit the British Brands Sales Suite (BBSS) website for a list of affected new vehicles at your retailer.

EFFECT ON VEHICLE OPERATION

Should the upper rear spoiler cover detach from the main body of the rear spoiler while the vehicle is in motion, there is an unreasonable risk to safety. The upper rear spoiler cover could become an obstacle in the road for other road users and could increase the risk of a crash

SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to an authorized Land Rover retailer who will apply a new specification adhesive to fully secure the upper spoiler cover to the main spoiler body.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Owner notification is expected to occur on or before the week of November 30, 2020.

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

ACTION TO BE TAKEN

Check Jaguar Land Rover claims submission system to ensure that the vehicle is affected by 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.

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.

A Technical Bulletin will be published once repair instructions are finalized and any required parts have been procured.

Thank you for your cooperation in this matter. Jaguar Land Rover North America apologizes for any inconvenience this may cause.



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, SALXXXXXXXXXXXXXX

November 00, 2020

Safety Recall N499: Rear Spoiler Upper Cover Retention

**Vehicles Affected: Land Rover Range Rover Sport
Model Year: 2010-2011**

National Highway Traffic Safety Administration (NHTSA) Recall Number: 20V-623

Dear Range Rover Sport 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 2010 and 2011 model year Range Rover Sport vehicles.

Your vehicle is included in this Recall action.

What is the reason for this program?

A concern has been identified on certain 2010-2011 Model Year Range Rover Sport vehicles where the upper cover of the rear spoiler may delaminate, and could possibly detach from the main body of the rear spoiler. Detailed technical investigations by Jaguar Land Rover revealed there is variability in the assembly of the rear spoilers and on some vehicles, the adhesive bond may breakdown.

Should the upper rear spoiler cover detach from the main body of the rear spoiler while the vehicle is in motion, there is an unreasonable risk to safety. The upper rear spoiler cover could become an obstacle in the road for other road users and could increase the risk of a crash.

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 inspect the spoiler assembly, and if the spoiler has not begun to delaminate, apply a new specification adhesive to fully secure the upper spoiler cover to the main spoiler body.

For vehicles where the outer surface of the rear spoiler has already detached and has been lost or damaged, a new rear spoiler will be installed. However, we currently do not have the necessary supply of parts to repair your vehicle.

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

What should you do?

When you receive a second letter advising you that we have the necessary parts available to repair your vehicle, 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 'N499'.

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. Your retailer can provide you with an estimate of the overall time for the service visit when you contact them to request a service appointment.

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 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 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 Avenue, S.E.
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,



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