



SAFETY RELATED RECALL

Global Recall Action
Number: N837

Changes are highlighted in blue

Subject: Structural Adhesive Concern	Publication No.: N837
	Model: Range Rover (LK)
	Model Year: 2024
	Model: Range Rover Sport (L1)
	Model Year: 2024
	Date of Issue: 08 January 2024

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved JLR retailer/authorized repairer.
Important:	NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle. This bulletin supersedes UPS5123 with immediate effect

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE AND THE EFFECT ON VEHICLE OPERATION

A potential concern has been identified on specific vehicles within the above vehicle range.

A concern has been identified on certain 2024 model year Range Rover and Range Rover Sport vehicles where the structural adhesive applied to the body shell during body assembly has been mis-applied on a number of body shells such that the adhesive is not bonding the panels together as intended. The lack of appropriate bonding may lead to a reduction of structural capability.

In the event of a rear end accident there is a risk that the fuel system will be damaged such that fuel may leak. Fuel leaks in the presence of a suitable ignition source can lead to a vehicle fire. It is also possible that occupant injury will, in the event of an accident, be increased.

ACTION TO BE TAKEN

JLR has taken the decision to recall affected vehicles to repair the vehicle.

Following procedures appropriate to your market and as required by local legislation, owners of affected vehicles should be contacted requesting that the owner contact their nearest retailer/authorized repairer as soon as possible to arrange for the repair to be completed. The National Sales Companies (NSCs), Importer, Regional Office or Government agency will contact the customers. If you have any questions about this process, contact your NSC/Importer or Regional Office for more information.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

Retailers/authorized repairers are reminded that they must not sell vehicles identified as affected by this campaign until such time as the repair has been successfully completed.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

For information purposes, a Technical Question and Answer document is attached.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

National Highway Traffic Safety Administration (NHTSA) reference number: 23V872

Transport Canada (TC) reference number: 2023-688

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

REGULATORY INFORMATION

Jaguar Land Rover North America, LLC and Jaguar Land Rover Canada ULC have informed the National Highway Traffic Safety Administration (NHTSA) and Transport Canada (TC) of their intent to perform a Safety Recall on certain 2024 model year Range Rover and Range Rover Sport vehicles imported into the United States and Canadian markets. Information relating to this Safety Recall will be posted on the NHTSA and TC websites. United States Federal regulations require that retailers/authorized repairers must be notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a non-compliance exists. United States Federal Law requires retailers/authorized repairers to complete any outstanding Safety Recall before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a retailer/authorized repairer, in the USA only, could result in a maximum civil penalty of up to the equivalent of \$27,168.00 USD per violation and the equivalent of \$135,828,178.00 USD for a related series of violations. This Safety Recall serves as notification to all retailers/authorized repairers in the United States and Federalized Territories and Canada that any affected new vehicles may not be sold and delivered for customer use until the Safety Recall repair is completed.

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

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N837

Parts Information

The parts below should be ordered through JLR in the normal manner.

Description	Part Number/Sundry	Qty/Value
Breakstem Fastener (BSF)	LR043932	2
Plug-in Hybrid Electric Vehicle (PHEV) Only - Battery Bolts	LR166366	10
PHEV Only - Transmission Undershield Bolt Retainers	LR165498	6
Approved JLR body shop charge (plus transport if required)	ZZZ999	Retailer to enter

SROs

Description	Derivative	SRO	Time
Remove and reinstall right undershield	All except PHEV	76.11.84	0.5
Remove and reinstall PHEV battery	PHEV only	15.10.13	4.1
Power down - Safety Accompanying Person	PHEV only	01.01.61.33	0.2
Permit To Work (PTW) issue	PHEV only	01.01.59	0.1
Drive in/drive out	All	02.02.02	0.2

NOTE:

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

Warranty Information

NOTES:

- Steps 3 to 14 **MUST** be completed by an approved JLR body shop. The labour time to complete the body shop element of the repair will take no longer than 1 hour.
- Only one ZZZ999 claim can be made per repair.

Warranty claims should be submitted quoting program code N837 with option code X. In this instance it will also be necessary to enter the parts or sundry code from the first table and the required SROs from the second table.

To claim work completed by the JLR approved body shop, select ZZZ999 and enter the amount you have been charged, attach a copy of the invoice to the claim for warranty audit purposes.

If the vehicle was transported by a third party to and from the approved JLR body shop, increase the ZZZ999 amount for the repair by amount you have been charged, attach a copy of the invoice to the claim for warranty audit purposes.

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.

Warranty claims should be submitted in accordance with the current JLR Global Warranty Manual, and its amendments, unless stated otherwise in this bulletin.

Customer Reimbursement and Related Damage Process

NOTE:

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).

SERVICE INSTRUCTION

[PHEV](#) Vehicles Only

1. Remove the [High Voltage \(HV\)](#) battery (see TOPIx Workshop Manual section 611-02: Battery - Removal and Installation - [PHEV](#) Battery).

Non [PHEV](#) Vehicles Only

2. Remove the right undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Right Undershield).

WARNING:

Steps 3 to 14 of the Service Instruction **MUST** be completed by an approved JLR body shop.

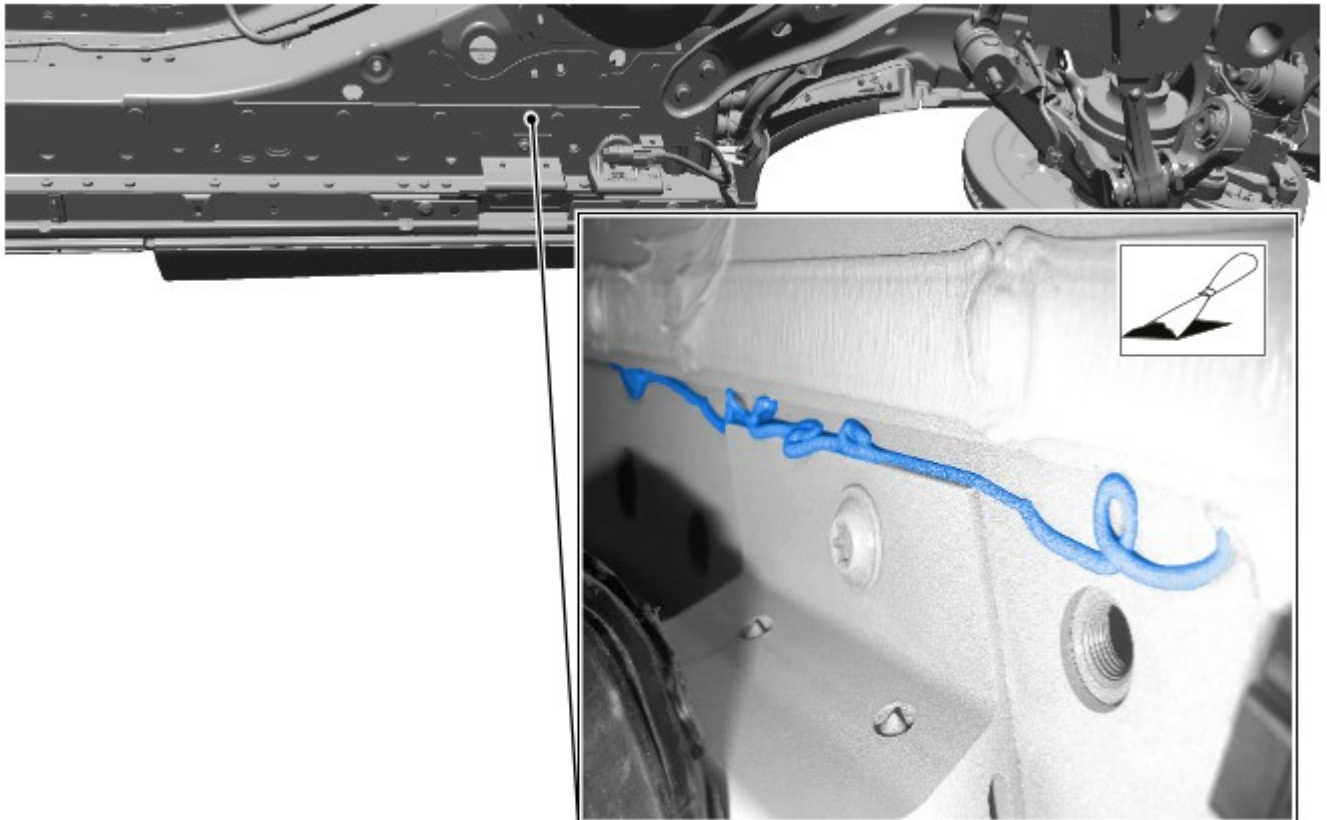
All Vehicles

3.

NOTE:

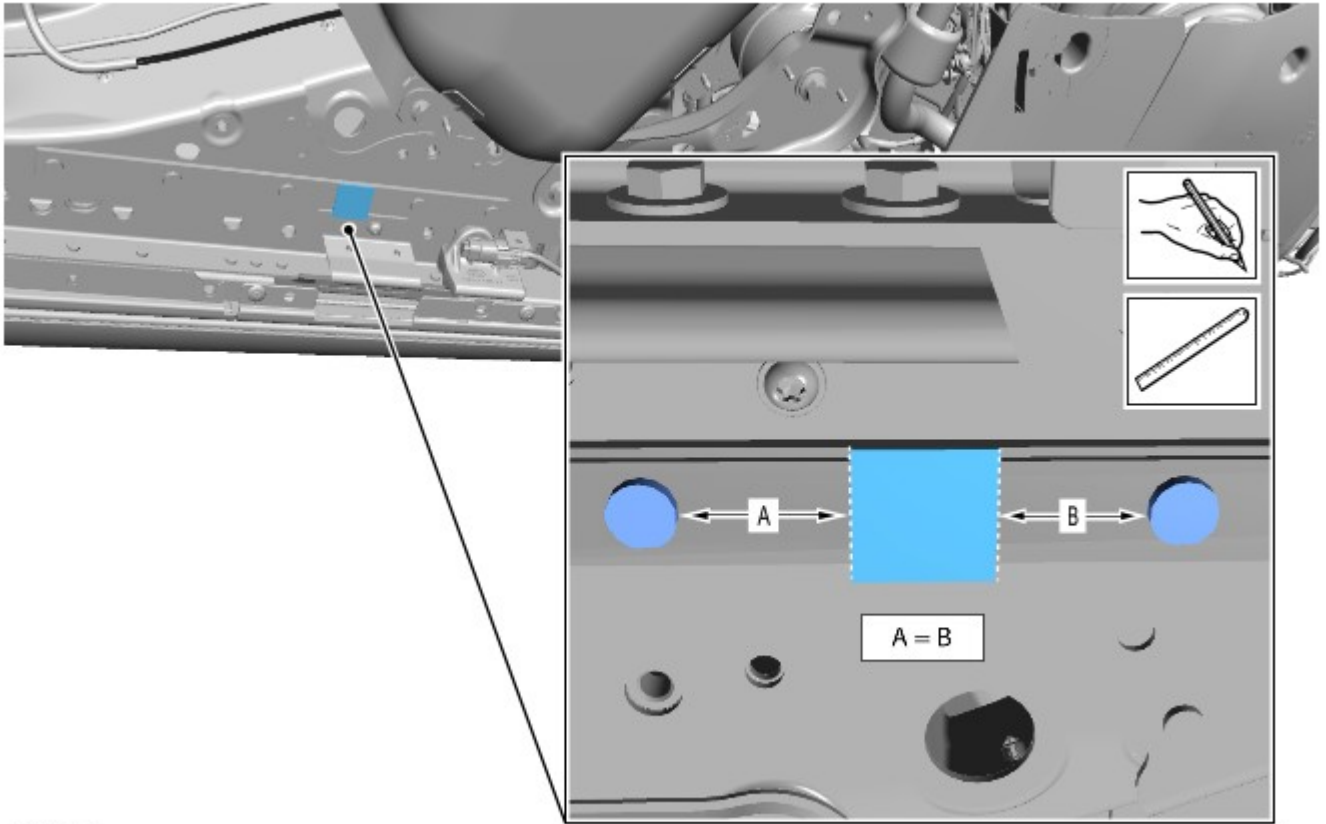
Following removal of the sealant apply a suitable primer to cover the exposed metal.

Using a suitable tool, remove the incorrectly applied sealant.



E351566

4. In the center, between the 2 highlighted points, mark a 35 mm x 35 mm area.



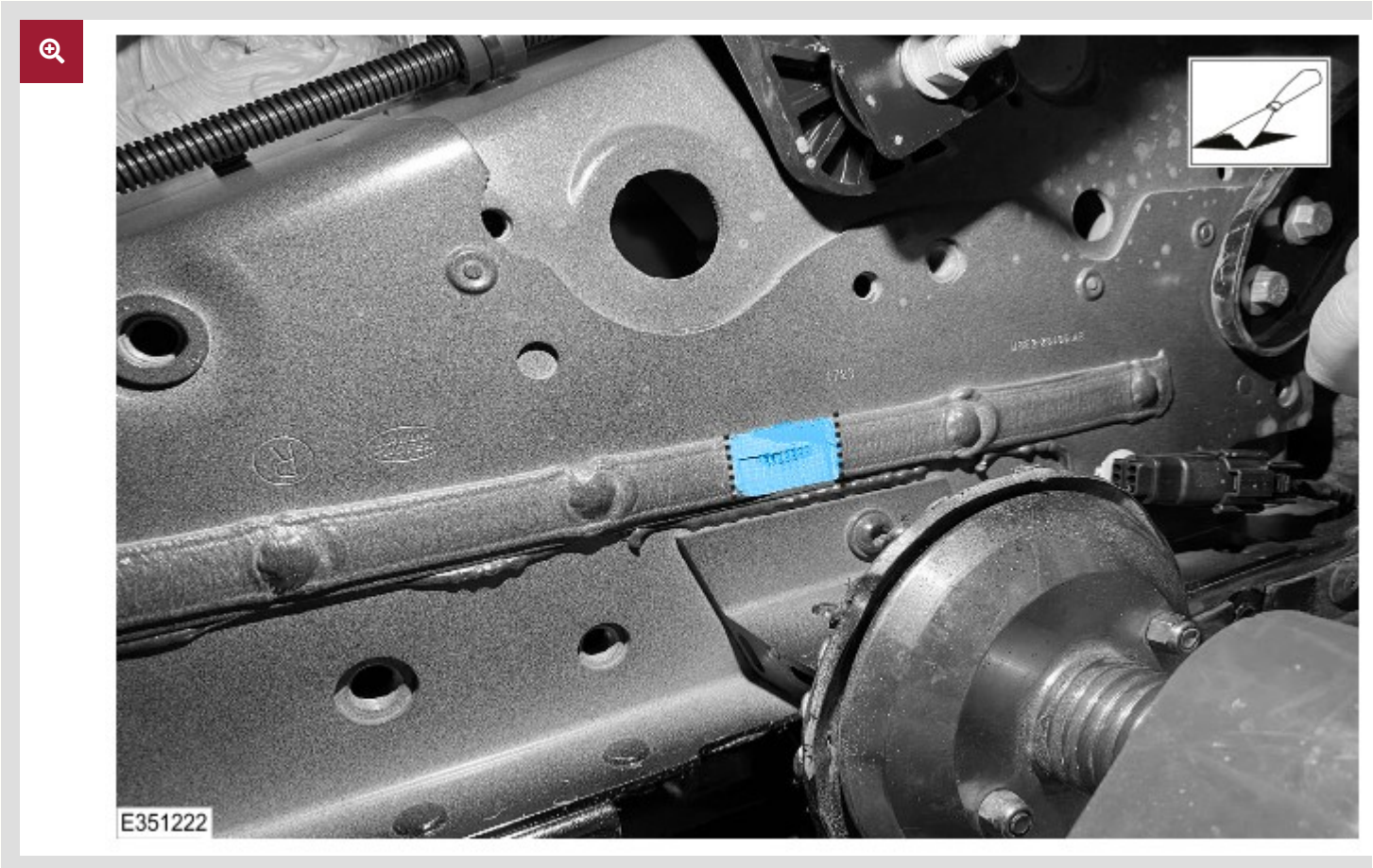
E351221

5.


 NOTE:

Make sure the sealant is fully removed.

Using a suitable tool, remove the sealant from the area marked in step 4.

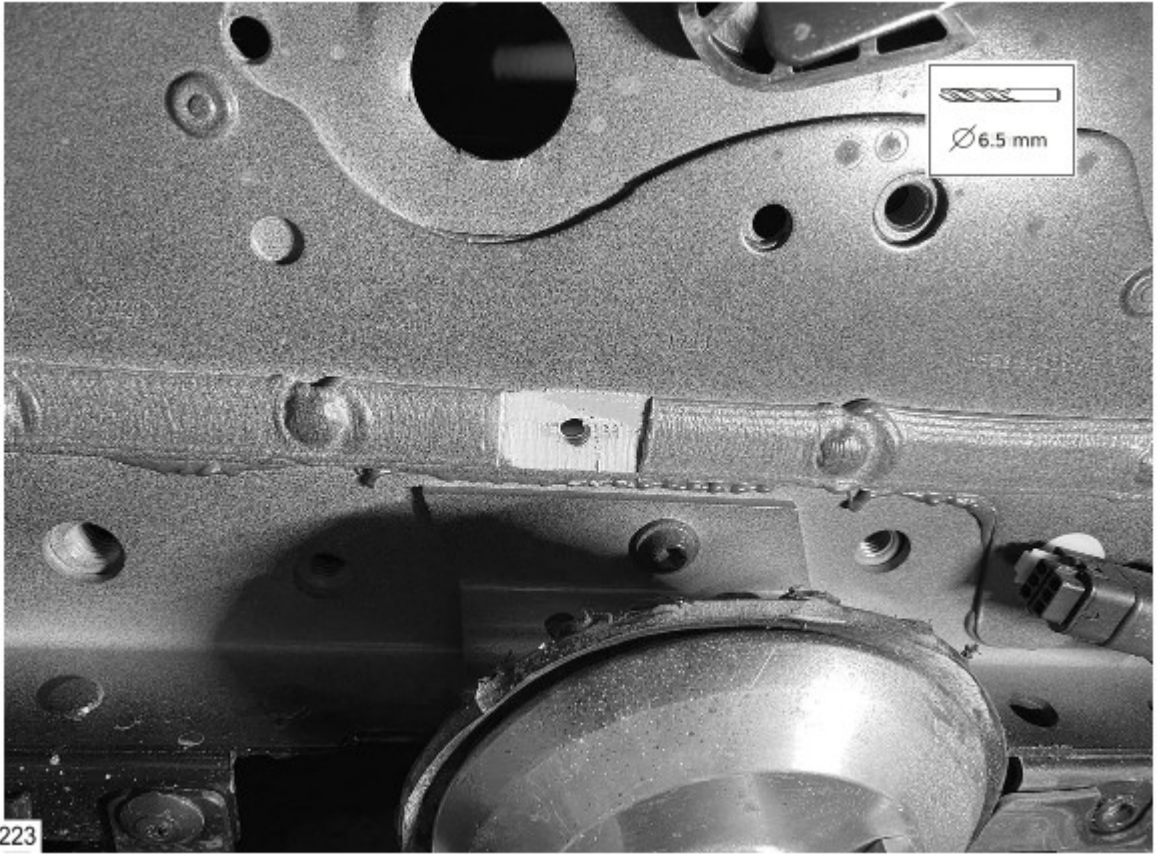


6.

 **CAUTION:**

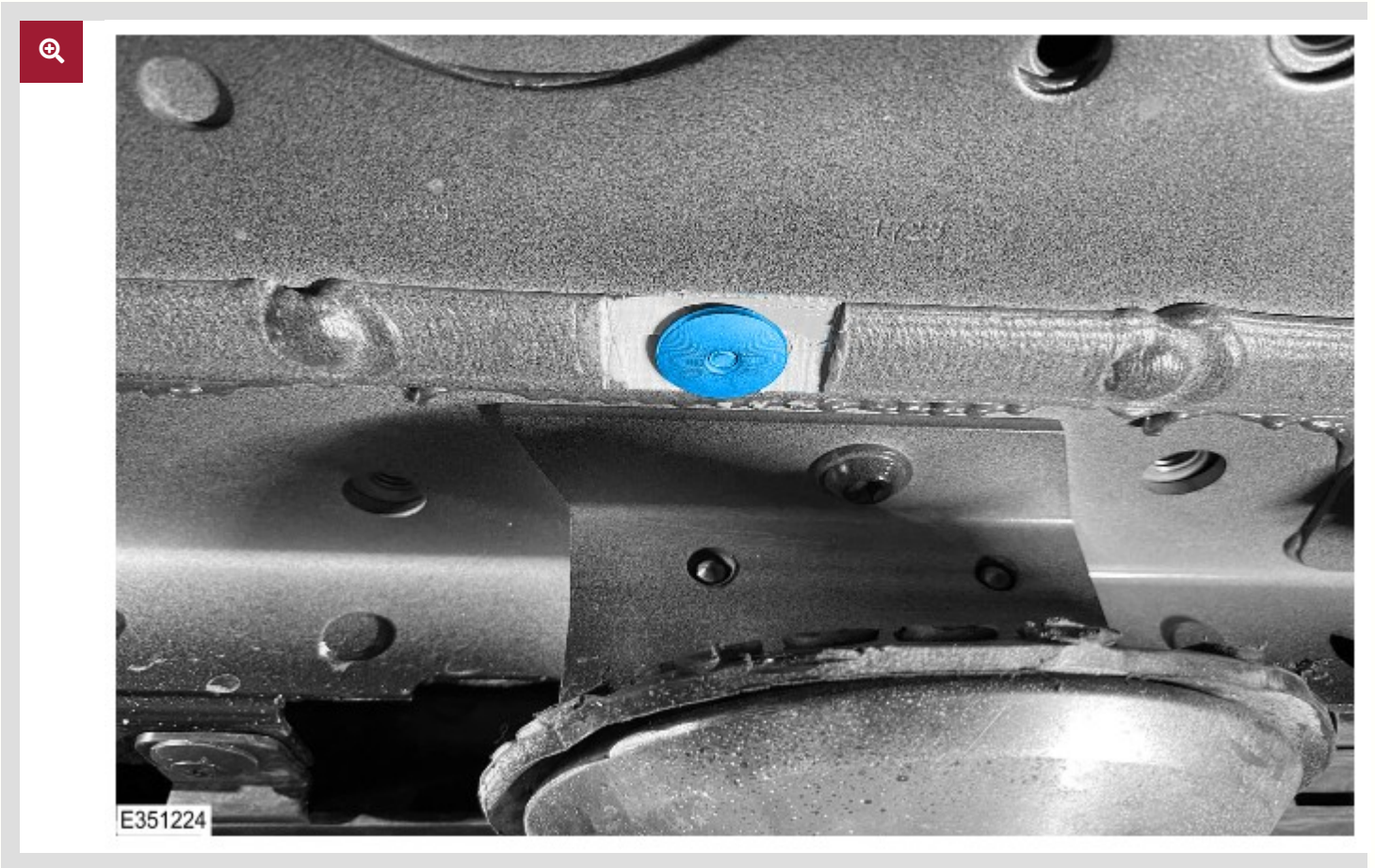
The hole must be in the center of the exposed area, as shown in the image.

Using a new or aluminum use only drill bit, drill a 6.5 mm hole in the floor panel.



E351223

7. Install the [BSF](#).

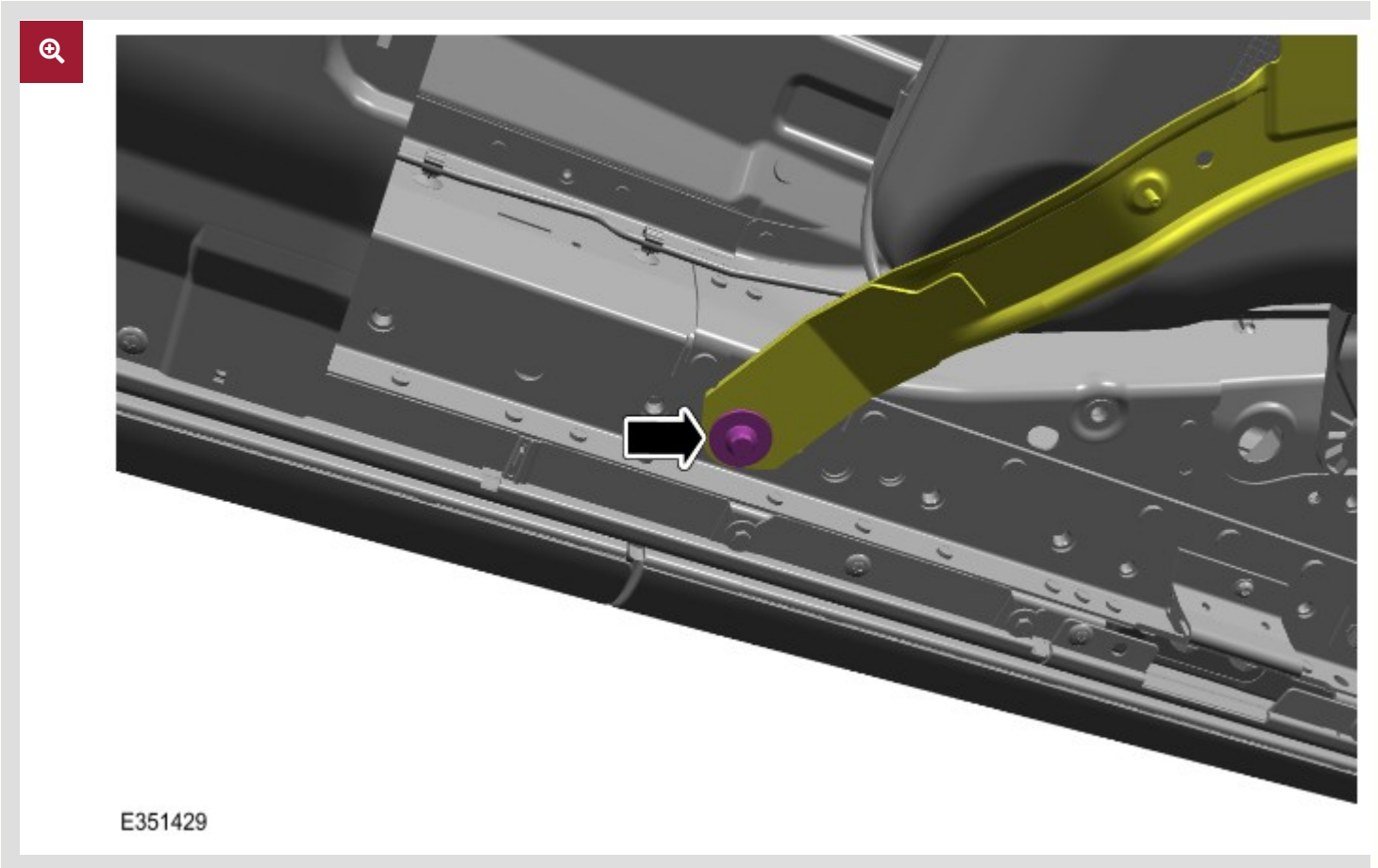


8. Apply a JLR approved sealer over the installed [BSF](#).

Non [PHEV](#) Vehicles Only

9. Remove the fuel tank strap bolt.

- Reposition the fuel tank strap.



All Vehicles

10. Mark the position between the 2 highlighted areas, as shown in the illustration.

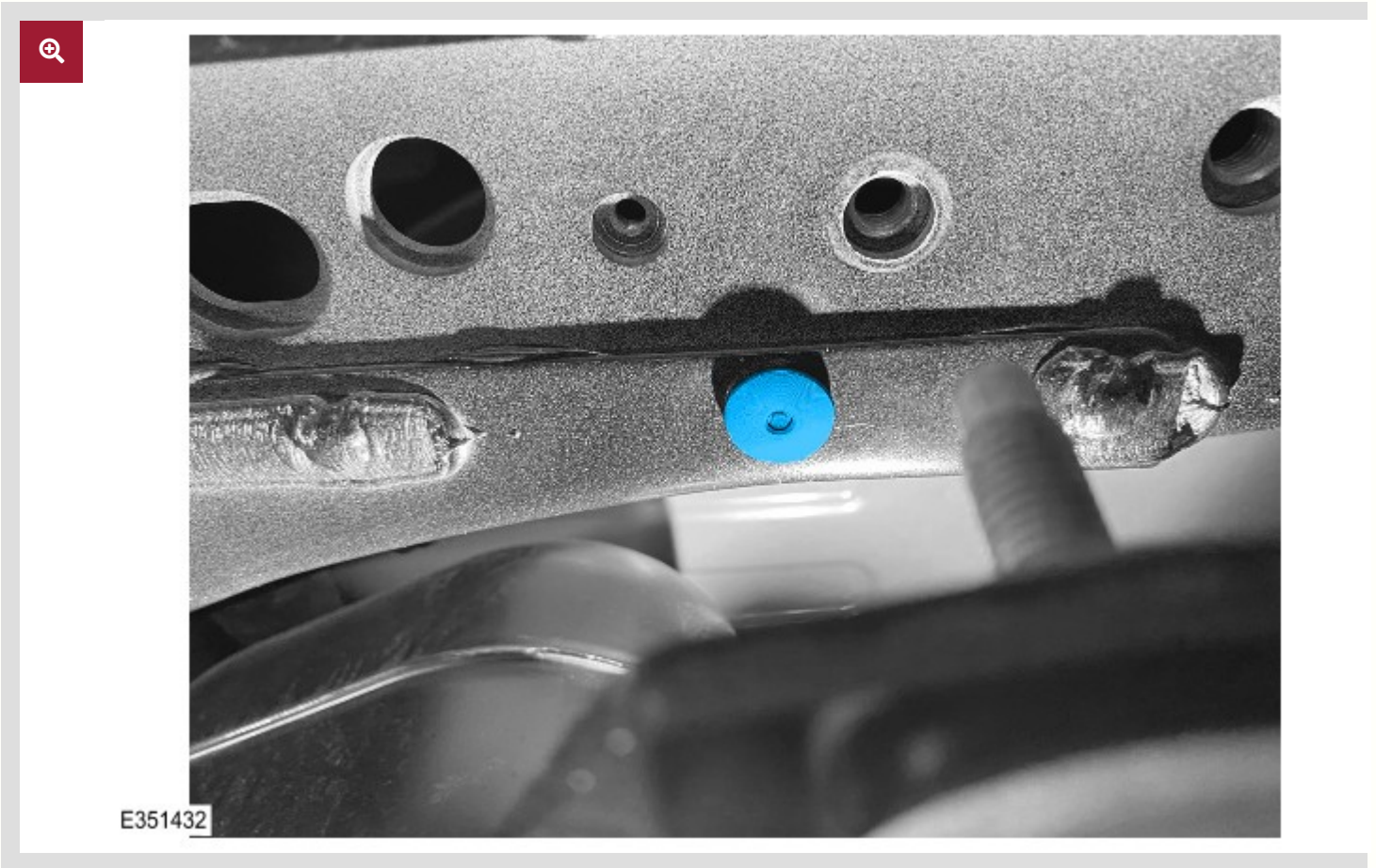


11. Using a new or aluminum use only drill bit, drill a 6.5 mm hole in the floor panel.



E351431

12. Install the [BSF](#).

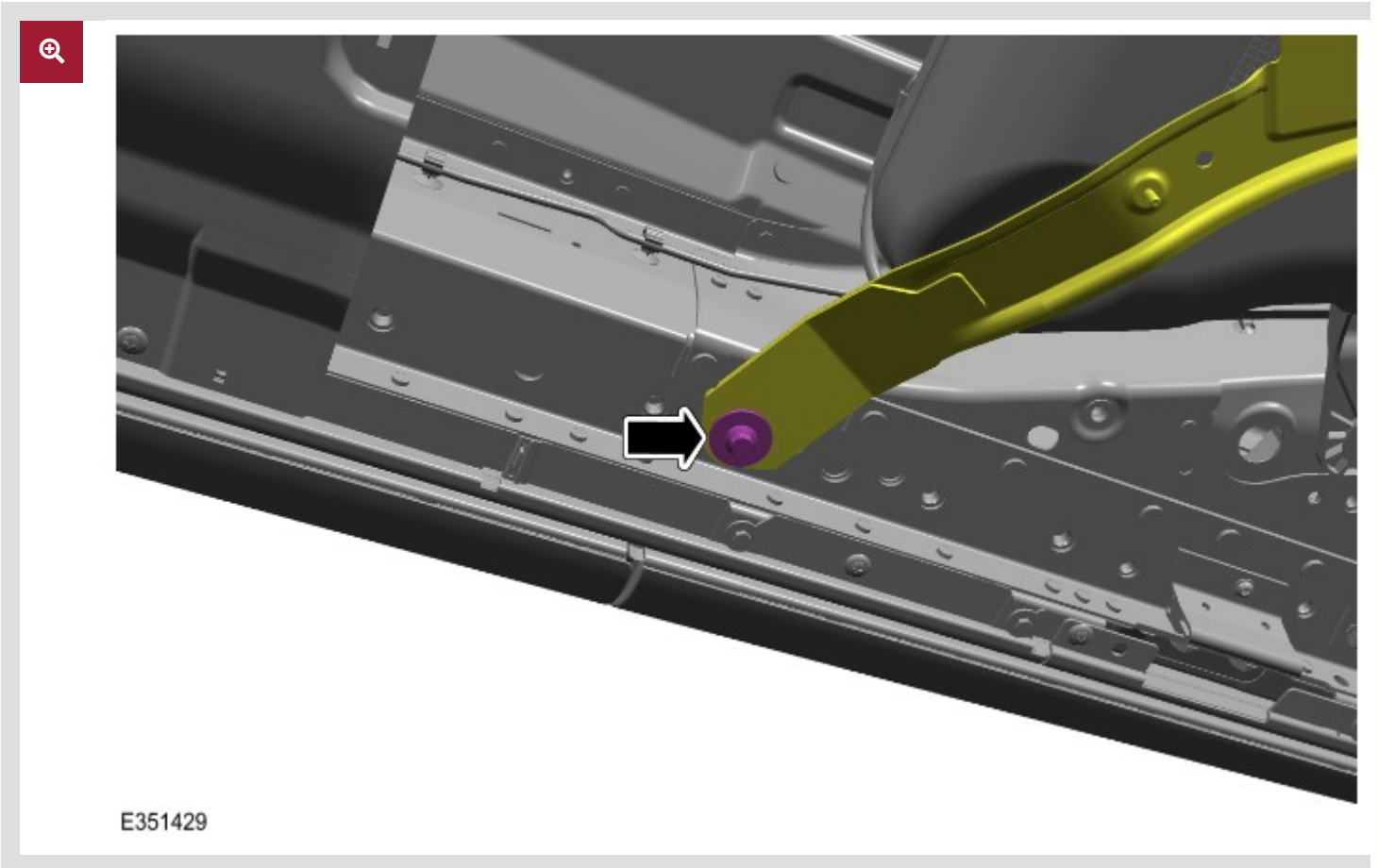


13. Apply a JLR approved sealer over the installed [BSF](#).

Non [PHEV](#) Vehicles Only

14. Install and tighten the fuel tank strap bolt.

- Torque: **45 Nm**



15. Install the right undershield (see TOPIx Workshop Manual section 501-02: Front End Body Panels - Removal and Installation - Right Undershield).

PHEV Vehicles Only

16. Install the **HV** battery (see TOPIx Workshop Manual section 611-02: Battery - Removal and Installation - **PHEV** Battery).

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N837

Date: month/year

SAFETY RELATED RECALL - Range Rover and Range Rover Sport - Structural Adhesive Concern

Dear

JLR would like to advise you that during ongoing quality assessments of our product it has been identified that a possible safety related problem may occur on certain Range Rover and Range Rover Sport vehicles within a specific production range. Read the information below, this will explain the actions that we intend to take and what you must do.

Why are we contacting you?

A concern has been identified on certain 2024 model year Range Rover and Range Rover Sport vehicles where the structural adhesive applied to the body shell during body assembly has been mis-applied on a number of body shells such that the adhesive is not bonding the panels together as intended. The lack of appropriate bonding may lead to a reduction of structural capability.

In the event of a rear end accident there is a risk that the fuel system will be damaged such that fuel may leak. Fuel leaks in the presence of a suitable ignition source can lead to a vehicle fire. It is also possible that occupant injury will, in the event of an accident, be increased.

What will your Land Rover retailer/authorized repairer do?

At your visit, your preferred Land Rover retailer/authorized repairer will remove the incorrectly positioned adhesive from the panel concerned, install two additional rivets and seal with JLR approved sealant.

The affected vehicles will be covered under the JLR new vehicle warranty program. Therefore, reimbursement for pre-notice remedies are not necessary because the affected vehicles are still under warranty. There will be no charge to owners for this repair.

How long will it take?

The work on your vehicle will be completed as quickly and efficiently as possible in order to minimize inconvenience to you. Your retailer/authorized repairer will be able to advise how long your vehicle will be required for when a booking is made.

What we are asking you to do

Contact your preferred Land Rover retailer/authorized repairer without delay. To book your vehicle in for this action you will need to provide the retailer/authorized repairer with the following which are detailed at the beginning of this letter:

- The VIN for your vehicle
- Vehicle registration number of your vehicle.
- The program code for the action.

If you do not have a retailer/authorized repairer, access www.landrover.co.uk or www.landrover.com for contact details.

If you no longer own the vehicle could you complete the 'Change of Ownership' slip attached to this letter, returning the slip to Jaguar Land Rover Limited immediately in the enclosed 'Freepost' envelope. This will enable us to make contact with the new owner.

If you have concerns


If you experience any concerns relating to this Recall, contact the Service Manager at the retailer/authorized repairer for assistance or contact the JLR Limited Customer Experience Centre on 0345 303 2303 or (enter phone number).

This bulletin is being issued in accordance with the legislative or industry requirements concerning vehicle defects. The authorities will closely monitor the response rate of this bulletin.

Treat this matter with the urgency it requires, JLR Limited apologize for any inconvenience this bulletin may cause and thank you, in advance, for your co-operation.

Yours sincerely

Head of Business

<h1>Technical Questions And Answers</h1>	
FOR USE ON ENQUIRY	
JLR Recall N837	
Certain 2024 Model Year Range and Range Rover Sport Misapplied Structural Adhesive	

A concern has been identified on certain 2024 model year Range Rover and Range Rover Sport vehicles where the structural adhesive applied to the body shell during body assembly has been mis-applied on a number of body shells such that the adhesive is not bonding the panels together as intended.

Question 1

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

Answer

Make sure that any press enquiries are referred to the JLR Corporate Affairs office.

Question 2

Why is JLR recalling certain Range Rover and Range Rover Sport models?

Answer

JLR is conducting a voluntary safety recall involving certain 2024 model year Range Rover and Range Rover Sport vehicles due to a risk of misapplied structural adhesive causing a reduction in structural capability.

Question 3

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

Answer

Where the adhesive is misapplied, in the event of a rear end accident there is a risk that the fuel system will be damaged such that fuel may leak. Fuel leaks in the presence of a suitable ignition source can lead to a vehicle fire. It is also possible that occupant injury will, in the event of an accident, be increased.

Question 4

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

Answer

Customers, until notified by the recall notice communication will not be aware of this issue.

Question 5

Does this concern affect vehicle safety?

Answer

JLR has determined this issue represents an unreasonable risk to safety.

Question 6

Has JLR received many complaints?

Answer

JLR has not received any reports which attributed to this issue.

Question 7

Have there been any accidents or injuries or fires?

Answer

There have been no reports of accidents, injuries or fires relating to this concern of which JLR is aware.

Question 8

How was the condition discovered?

Answer

The condition was identified through vehicle assembly plant quality issue management procedures.

Question 9

How long has JLR known about this problem?

Answer

JLR was aware of this issue in October 2023.

Question 10

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?

Answer

JLR has no concerns with the overall reliability of the vehicle. JLR carefully monitors field data to make sure that any matters relating to safety and compliance are rigorously investigated.

Question 11

What has JLR done in production?

Answer

JLR has assured the manufacturing process correctly applied the adhesive and implemented further quality checks to confirm this continues.

Question 12

What will Authorized Repairers do to the vehicles?

Answer

Authorized repairers will add additional fixings to the body parts and clear away the misapplied adhesive.

Question 13

Which vehicles are affected by this recall?

Answer

Certain 2024 model year Range Rover and Range Rover Sport vehicles: Range Rover SALK19F47RA095161 to SALKPBFUXRA097508 Range Rover Sport SAL1A2B43RA163836 to SAL1M9FU3RA166441 (Specific vehicles within these Vehicle Identification Number (VIN) ranges)

Question 14

Are other Land Rover models affected by these actions?

Answer

No other models are known to be affected by this condition.

Question 15

Are parts available to rework vehicles?

Answer

Parts will be available at the time of recall launch.

Question 16

How much will the recall cost JLR?

Answer

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

Question 17

How do I know if my Land Rover vehicle is affected?

Answer

All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a JLR Authorized Repairer for the work to be completed. Customers in the US, Brazil and Australia can check if their vehicle is eligible for a safety recall at the Land Rover Brand web site <https://www.landroverusa.com/ownership/vin-recall.html> in other countries, customers can also use the Recall Search at <https://TOPIx.jaguar.jlrext.com/TOPIx/vehicle/lookupForm>

Question 18

How long does it take for the car to be inspected and repaired?

Answer

The work will be completed as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take no longer than five hours and six minutes to complete. Naturally, due to retailer schedules, vehicles may be required for longer.

Question 19

Can I continue to drive my Land Rover vehicle safely until it has been recalled?

Answer

The risk is present in the event of a rear accident. Customers are advised to seek to have this recall completed promptly.

Customers are advised to contact a JLR Authorized Repairer should they have any concerns regarding their vehicle.

Note:

Make sure that any press enquiries are referred to the JLR Corporate Media office on +44-(0)2475-361000 or jlrmedia@jaguarlandrover.com