



November 2, 2012

Nancy Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington DC, 20590

Subject: NHTSA Campaign – 12V485 (P028) – Front Windshield Bonding – Customer Letter

Dear Ms. Lewis:

Pursuant to 49 CFR 573, Defect and Non-compliance Reports, Jaguar Land Rover North America, LLC is submitting the following customer letter sent to our customers regarding the above mentioned campaign.

- Customer Letter -- October 29, 2012

An electronic PDF copy of this document was also sent to RMD.ODI@dot.gov on November 2, 2012.

Sincerely,

James C. Patterson
Safety Compliance Engineer
Jaguar Land Rover North America LLC

Attachment



Jaguar Land Rover North America

October 29, 2012

RE: Safety Recall P028 (NHTSA# 12V-485) – Front Windshield Bonding
Vehicle Affected: Land Rover Range Rover
Model Year: 2012

Dear Range Rover Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Land Rover has decided that a defect which relates to motor vehicle safety exists in some 2012 model year Land Rover Range Rover vehicles. Your vehicle is included in this recall action.

What is the concern?

A concern has been identified with certain 2012 model year Range Rover vehicles with the windscreen which may not be correctly bonded to the aperture. Where the windscreen is not correctly bonded, water ingress might occur and there may be increased wind noise. Where there is insufficient bond between the windshield glass and the Polyurethane (PU) adhesive, full windshield retention may not be achieved in the event of an air bag deployment or during a vehicle crash increasing risk of occupant injury.

What will Land Rover and your Land Rover retailer do?

Land Rover is carrying out a voluntary recall of the vehicles mentioned above. An authorized Land Rover retailer will replace the windshield. There will be no charge for this repair.

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 2.0 hours (depending on vehicle), although your dealer may need your vehicle for a longer time due to service scheduling requirements.

What should you do?

Please contact your authorized Land Rover retailer at your earliest convenience to schedule an appointment to have Safety Recall P028 performed on your vehicle.

Attention Leasing Agencies:

Federal regulations require that you forward this recall notification to the lessee within TEN (10) days.

Moved or no longer own a Range Rover?

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 previously paid to repair this issue?

If you have already paid for the windshield to be replaced for this concern prior to the date of this letter, Land Rover is offering a refund. In order to qualify for a refund, please provide your authorized Land Rover retailer with the original paid receipt.

To avoid delays, please do not send the receipt to Jaguar Land Rover North America, LLC.

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 **800-637-6837, Option 9**, and one of our representatives will be happy to assist you.



You can also contact Land Rover by e-mail: Visit the web site <http://www.landroverusa.com> and send an email from the 'Contact Us' section.

Should 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
555 MacArthur Boulevard
Mahwah, NJ 07430**

If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to:

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

Or you may call the toll-free Vehicle Safety Hotline at 888-327-4236 (TTY: 800-424-9153), or log on to <http://www.safercar.gov> to submit a complaint electronically.

Thank you again for selecting Land Rover; your ownership experience is very important to us. We recognize this service visit may be an inconvenience to you. We appreciate your confidence in our product and wish to do everything we can to retain that confidence. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this Recall program.

Sincerely,



Peter Pochapsky
Customer Relationship Manager