October 25, 2012

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

Dear Ms. Lewis:

Subject: **NHTSA Campaign – 12V485 (P028) – Front Windshield Bonding - Dealer Communication**

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

- Service Bulletin -- SRE12-04

Sincerely,

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

Attachment

Safety Recall P028 (NHTSA # 12V-485): Front Windshield Bonding

SERVICE BULLETIN

22-OCT-12 | No.: SRE12-04 | Section: RECALL | Market: USA

THIS SERVICE BULLETIN UPDATES SRE12-03

Jaguar Land Rover North America, LLC has informed the National Highway Transportation Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2012 model year Land Rover Range Rover vehicles imported into the United States market. Information relating to the proposed Recall will be posted on the NHTSA website.

United States Federal regulations require that retailers must be advised of this Recall notification within three working days after government notification.

United States Federal law requires retailers to complete any outstanding safety 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 $6,000.00 per vehicle.

This Recall Service Bulletin serves as notification to all Land Rover retailers in the United States that any affected new vehicles may not be sold and delivered for customer use until the Recall repair is completed.

AFFECTED VEHICLES

A total of 36 2012 model year Range Rover vehicles within the VIN range CA370800 – CA370892 are affected in the USA. See the attached list for VIN / Retailer details.

DESCRIPTION OF DEFECT

A concern has been identified with certain 2012 model year Range Rover vehicles with the windshield which may not be correctly bonded to the aperture.

AFFECT ON VEHICLE OPERATION

Where the windshield is not correctly bonded, water ingress might occur and there may be reports of increased wind noise. In extreme cases where there is insufficient chemical bond between the windshield glass and the Polyurethane (PU) adhesive, full windshield retention may not be achieved in the event of an airbag deployment or during a vehicle crash, increasing risk of occupant injury.

ACTION TO BE TAKEN

Retailers are required to HOLD all affected new vehicles in your control and withhold them from onward distribution pending completion of the rework action. Sold vehicles will be subject to the standard Recall notification and Recall bulletin process detailing the action required for vehicles in the hands of owners. Owner notification is expected to commence in late-October 2012.

△ **NOTE: Retailers are advised that the use of vehicles within the affected VIN list as <u>Sales Demonstrator or Service Loaner vehicles</u> may be considered a violation of Federal legislation. Land Rover recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.**

SERVICE PROGRAM

Retailers should refer to Technical Bulletin P028, *Safety Recall: Front Windshield Bonding*, for complete repair details.

STATUS CHECKING / VEHICLE IDENTIFICATION

Retailers must check the disposition of any vehicle by using the Land Rover DDW system vehicle history screen. In order to prevent repair duplication, always verify the status of a Recall using DDW prior to carrying out any repair.

PARTS SUPPLY

PART NO.	DESCRIPTION	QTY.	% OF VEHICLES REQUIRING PART*
CES500020	Glass adhesive kit	1	100
LR029533	Windshield molding kit	1	100
LR039063	Windshield – climate control	1	99
LR039064	Windshield - standard	1	1
ZZZ001	Masking tape, glass cleaning solution	**	100

*** when ordering parts, order the expected percentage failure rate of parts identified only**

**** an allowance of $4.68 has been provided to cover the cost of the locally sourced masking tape and glass cleaning solution**

CLAIM REIMBURSEMENT INFORMATION

△ **NOTE**: Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time. Check DDW to ensure that the vehicle is affected by this Recall Action prior to undertaking any rework action. At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code '**P028**' together with Option Code '**X**'. It will be necessary to enter the relevant SRO and, if necessary, the parts used. Where the windshield is installed as a sublet repair, please quote '**ZZZ001**' as the Sundry Code and claim the sublet invoice value. In the case of sublet repairs, please follow the required Warranty policy found in the *Warranty Policies & Procedures Manual*. The drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART NO.	QTY./ VALUE
P028	**X**	Windshield – renew	76.81.01	1.70	-	-
P028	**X**	Mask headliner and remove excess sealant	05.10.50	0.50	**	$4.68
P028	**X**	Drive in / drive out	02.02.02	0.20	-	-

*** an allowance of $4.68 has been provided to cover the cost of the locally sourced masking tape and glass cleaning solution*

Normal Warranty policies and procedures apply

CUSTOMER RE-IMBURSEMENT PROCESS:

If a customer has indicated that they have already paid for this concern as a normal retail repair (vehicle outside warranty period), a copy of the repair invoice must be produced as proof of the repair. The retailer must directly reimburse the customer and a claim for recovery of this cost should be made using the related damage procedure.

Supplementary claims for related damages can only be made once the Field Service Action claim has been paid / accepted.

Claims should be submitted quoting Program Code '**P028**' and by clicking the 'Related Damage' radio button on the claim submission screen.

The warranty claim should be submitted using Option Code '**X**' and entering the cost to be reimbursed against the sundry code of 'OTHER'. All costs should be entered in local currency.

A copy of the invoice must be appended to the repair order for Warranty Audit purposes. A brief comment should be entered in the 'Technician Comments' field on the claim to itemize and explain the charges.

Only vehicles eligible for Safety Recall P028 are included in this process. Only one (1) claim per vehicle for related damages will be accepted.

Safety Recall P028 – Affected VIN List

RETAILER CODE / NAME	VIN	RETAILER CODE / NAME	VIN
0122 Land Rover Glen Cove	CA370855	0282 Land Rover Manhattan	CA370828
0131 Land Rover North Dade	CA370877	0282 Land Rover Manhattan	CA370846
0136 Land Rover Dallas	CA370829	0282 Land Rover Manhattan	CA370852
0139 Bob Moore Land Rover	CA370880	0287 Hornburg Land Rover Los Angeles	CA370867
0139 Bob Moore Land Rover	CA370825*	0287 Hornburg Land Rover Los Angeles	CA370889
0150 Land Rover Nashville	CA370876	0297 Land Rover Farmington Valley	CA370820
0177 Land Rover Orlando	CA370800	0301 Land Rover Annapolis	CA370840
0177 Land Rover Orlando	CA370814	0301 Land Rover Annapolis	CA370862
0187 Land Rover Birmingham	CA370822	0334 Land Rover Minneapolis	CA370810
0200 Land Rover Southampton	CA370804	0334 Land Rover Minneapolis	CA370837
0201 Land Rover Greenville	CA370888	0335 Land Rover Madison	CA370850
0205 Land Rover Ft. Worth	CA370874	0345 Land Rover Treasure Coast	CA370858
0220 Land Rover Peabody	CA370843	0354 Land Rover Monroeville	CA370802
0225 Land Rover Winnetka	CA370835	0359 Land Rover Southwest Houston	CA370817
0239 Land Rover Asheville	CA370812	0359 Land Rover Southwest Houston	CA370847
0247 Land Rover Centerville	CA370886	0361 Land Rover Webster	CA370892
0252 Land Rover Las Vegas	CA370868		
0253 Land Rover South Dade	CA370808		
0266 Land Rover Anaheim Hills	CA370885		
0266 Land Rover Anaheim Hills	CA370891		

* vehicle currently shown in retailer stock

Safety Recall P028 – Sample Owner Letter

October 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 windshield which may not be correctly bonded to the aperture. Where the windshield 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 airbag 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 condition), 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.

Sample

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

Land Rover Customer Experience

Safety Recall P028 – Technical Q& A

Main Message

An issue has been identified on a limited number of 2012 Model Year Range Rover (L322) vehicles built in November 2011

The affected vehicles' front windshield may not be correctly bonded to the windshield aperture. Where the windshield is not correctly bonded, water ingress might occur and there may be increased wind noise. In extreme cases, where the windshield is not correctly bonded, full windshield retention may not be achieved in the event of a crash of sufficient severity to correctly deploy the front airbags.

Q1..... Why is Land Rover recalling certain Range Rover models?

A ..... Land Rover is conducting a voluntary recall on affected vehicles to ensure that the front windshield is correctly bonded and complies with certain regulatory requirements.

Q2..... Can you tell me more about what is wrong with the vehicles?

A ..... This condition relates to a Land Rover manufacturing concern where the incorrect windshield bonding agent windshield sealer instead of Polyurethane (PU) bonding agent was incorrectly supplied for vehicle assembly.

Q3..... How would the customer become aware of potentially having this concern?

A ..... Initially the driver may experience water leaks or wind noise due to the windshield not being correctly bonded.

Q4..... Does this recall affect vehicle safety?

A ..... In the event of a vehicle being involved in a crash of sufficient severity to require front airbag deployment, windshield retention may not be achieved following the deployment of a front airbag which increases the risk of occupant injury.

Q5..... Has Land Rover received many complaints?

A ..... Land Rover has received one complaint relating to water ingress as a result of this condition.

Q6..... Have there been any accidents or injuries?

A ..... There have been no reported accidents or injuries associated with this concern.

Q7 ..... How was the condition discovered?

A ..... This condition was detected during investigations into water leak and wind noise concerns on an internal fleet vehicle.

Q8..... How long has Land Rover known about this problem?

A ..... This issue was reported on the 19 June 2012 by Land Rover's United States National Sales Company.

Q9..... Is the problem connected with the bonding of the windshield affecting 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 ..... Land Rover has no concerns with the reliability of the bonding of the windshield if it is bonded correctly. This action is being taken by Land Rover to ensure that the windshield manufacturing process provided the correct process from windshield bonding and to assure compliance with regulations for these vehicles.

Q10..... What has Land Rover done in production?

A ..... The quality containment action was removed from the vehicle manufacturing process on 25 November 2011.

Q11..... What will authorized repairers do to the vehicles?

A ..... Authorized repairers will replace the windshield using existing service procedures and materials.

Q12..... Which vehicles are affected by this recall?

A ..... Specific vehicles within the in the VIN range CA370800 to CA370892 built in November 2011 are affected.

Q13..... Are other Land Rover models affected by these actions?

A ..... No other models are affected by this concern.

Q14..... Are parts available to rework vehicles?

A ..... Yes all parts are available for the re-work.

Q15..... How much will the recall cost Land Rover?

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

Q16..... How do I know if my Range Rover vehicle is affected?

A ..... All owners of potentially affected vehicles will shortly receive a letter inviting them to contact a Land Rover authorized repairer for the work to be carried out.

Q17..... How long does it take for the car to be 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 two hours to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

Q18 .... Can I continue to drive my Range Rover vehicle safely until it has been recalled?

A ..... Customers can continue to drive their vehicles, should they identify any symptoms such as water leaks or excessive wind noise they should contact a Land Rover approved repairer for further advice.

Note: Please ensure that any Press enquiries are referred to the Land Rover Public Affairs office