

# SERVICE BULLETIN



| CIRCULATION:     |   |                    |   |
|------------------|---|--------------------|---|
| Dealer Principal | ✓ | Sales Guide        | ✓ |
| Centre Manager   | ✓ | Parts Professional | ✓ |
| Sales Manager    | ✓ | Warranty Admin     | ✓ |
| Business Manager |   | Service Advisor    | ✓ |
| Parts Manager    | ✓ | Technician         |   |
| Service Manager  | ✓ | Systems Admin      |   |

Number: SRE10-02  
Section: Recall  
Date: 23 NOV 2010  
Model: LR2

Applicable to: USA  
Attachment: Sample Owner Letter,  
Technical Q&A

Subject: Safety Recall P116 (NHTSA # 10V581)

**THIS SERVICE BULLETIN UPDATES SRE10-01 AND  
SUPERSEDES UPS4810-1b, CAMPAIGN CODE N003**

Land Rover North America has informed the National Highway Transportation Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall on certain 2010 - 2011 model year Land Rover LR2 vehicles imported into the United States market. Information relating to the proposed Recall is posted on the NHTSA web site.

U.S. Federal regulations require that Dealers must be advised of this Recall notification within three working days after government notification.

US 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 per vehicle.

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

## AFFECTED VEHICLES

A total of 2,952 2010 model year LR2 vehicles within the VIN range below are affected in the USA:

LR2 (LF)

VIN: AH174245 - AH214178

Model Year: 2010

An additional four (4) 2011 model year LR2 vehicles in the USA are also affected:

LR2 (LF)

VIN: BH207263, BH207265, BH207448, BH207450

Model Year: 2011

## DESCRIPTION OF DEFECT

Land Rover has identified a concern with the Supplementary Restraint System (SRS) driver's airbag clockspring which may inadvertently disable the driver's airbag as a result of the SRS clockspring shorting bar within the connector not being to specification.

## AFFECT ON VEHICLE OPERATION

If this condition occurs during a drive cycle, and the vehicle is involved in a collision where the deployment of the driver's airbag is required, the driver's airbag may not deploy as intended or may not deploy at all. As a result, deployment of the driver's airbag may not be achieved in the event of a vehicle crash, increasing the risk of injury.

**ACTION TO BE TAKEN**

Retailers are required to **HOLD** all affected new vehicles in your control and withhold them from onward distribution and sale 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 the week of 13 December 2010.

Dealers are advised that the use of vehicles within the affected 2010 - 2011 model year / VIN range as demonstrators or loaner vehicles 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 P116, *Safety Recall: Airbag Clockspring Connector*, 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**

LR027429.....Spacer Qty: 1

**SPECIAL TOOLS**

Refer to Workshop Manual for any required special tools

**WARRANTY INFORMATION**

△ **NOTE:** Please check DDW to ensure that the vehicle is affected by this Recall prior to undertaking any rework action. DDW will be updated to reflect only those vehicles affected.

△ **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 DDW to obtain the latest repair time.

△ **NOTE:** Please wait approximately 48 hours from date of publication before submitting Warranty claims to allow system set up.

Warranty claims should be submitted quoting the Program Code 'P116' together with the Option Code 'B' or 'C' As Option Codes are used, there is no requirement to enter SRO information; these are displayed for information only. The option that allows for drive in / drive out may 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) | PARTS    | QTY |
|--------------|-------------|-------------------------------------|-------------|--------------|----------|-----|
| P116         | B           | Fit spacer to clockspring connector | 76.74.89.50 | 0.20         | LR027429 | 1   |
| P116         | C           | Fit spacer to clockspring connector | 76.74.89.50 | 0.20         | LR027429 | 1   |
|              |             | Drive in / drive out                | 02.02.02    | 0.20         | -        | -   |

*Normal Warranty policy and procedures apply*



## Safety Recall P116 Sample Owner Letter

### SAMPLE OWNER LETTER

RE: Safety Recall P116 - Airbag Clockspring Connector

Vehicles Affected: LR2

Model Year: 2010 - 2011

Dear LR2 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, relating to motor vehicle safety, exists in certain 2010 - 2011 model year LR2 vehicles. Your vehicle is included in this Recall action.

#### What is the concern?

Land Rover has identified a concern whereby the component used to connect to the driver's airbag may not operate correctly. As a result, the airbag (SRS) warning light will be illuminated, in these cases and in the event of a crash, the driver's frontal airbag may not deploy as intended or at all and therefore will not be able to properly protect the driver, increasing the risk of injury.

#### What will Land Rover and your Land Rover Retailer do?

Land Rover is carrying out a voluntary recall to fit a shim to the clockspring connector to restore the correct operation of the affected component. The work will be carried out free of charge.

#### What should you do?

Please contact your Retailer at your earliest convenience to schedule an appointment to have Recall P116 completed on your vehicle.

#### How long will it take?

The repair process should take no longer than 30 minutes, although your vehicle may be required for a longer time due to service scheduling requirements.

#### Attention Leasing Agencies:

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

#### Moved or no longer own a Land Rover?

If you are no longer the owner of this vehicle, Land Rover would greatly appreciate the name and address of the new owner (if known), please fill out and return the enclosed return postage-paid card.

#### What should you do if you have further questions?

Should you have any questions regarding this Recall or need assistance in locating your nearest authorized Land Rover Retailer, please contact the Land Rover Customer Relationship Center at **800-637-6837, Option 9**.

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' tab.

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 Blvd  
Mahwah, NJ 07430 - 2327

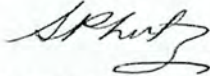
If you are having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write to the National Highway Traffic Safety Administration at:

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

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

We appreciate your confidence in our product and wish to do everything we can to retain that confidence. We ask that you please treat this matter with the urgency it requires. Land Rover regrets any inconvenience this Recall may cause and thanks you for your co-operation.

Sincerely



Stephanie P. Lutz

Customer Satisfaction Manager

Sample



## Safety Recall P116 Technical Q & A

### Main Message:

A concern has been identified with certain 2010 - 2011 model year Land Rover LR2 vehicles whereby the Supplementary Restraint System (SRS) Warning Lamp may be illuminated. The SRS warning light is intended to notify the driver that there is a concern with the SRS in the vehicle and that immediate repair is necessary. If this condition occurs during a drive cycle, and the vehicle is involved in a collision where the deployment of the driver's airbag is required, the driver's airbag may not deploy as intended or may not deploy at all. In the event of a vehicle crash, there is an increased risk of injury.

### Q1 Why is Land Rover recalling certain LR2 models?

A The Supplementary Restraint System (SRS) warning lamp may be illuminated. Investigations have identified that the SRS driver's airbag clockspring may inadvertently disable the driver's airbag as a result of the shorting bar within the connector not being to specification.

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

A Investigation by Land Rover into reports of SRS warning lamps being illuminated on LR2 vehicles identified that the SRS warning lamp was illuminated as a consequence of the shorting bar within the SRS clockspring connector not breaking the short circuit feature of the rotary coupler connector, despite the wiring harness connector being fully inserted into the clockspring connector mating half. The shorting bar function of the SRS clockspring connector is a feature included in the design to prevent inadvertent deployment during vehicle manufacture and service / repair of the SRS system by vehicle technicians. The action of inserting the connector into the mating half is designed to disconnect the shorting bar allowing normal SRS airbag functionality.

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

A Should this condition exist, the driver will be alerted by the SRS warning lamp being illuminated. The SRS warning light is intended to notify the driver that there is a concern with the SRS system in the vehicle and that immediate repair is necessary.

### Q4 Does this recall affect vehicle safety?

A The Supplementary Restraints System (SRS) warning light warns the driver of a potential concern with the supplementary restraints system and the handbook advises that dealer service be sought. All vehicle occupants should use the seat belts fitted or approved child restraints in the case of babies and younger children.

### Q5 Has Land Rover received many complaints?

A In October 2010, Land Rover investigated a limited number of field reports that had been received concerning the Supplementary Restraint System (SRS) Warning Lamp being illuminated on LR2 vehicles

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

A Land Rover is unaware of any accidents or injuries associated with this issue.

### Q7 How was the condition discovered?

A This condition was identified through the standard quality concern identification process.

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

A Warranty claims for SRS warning lamp illumination as a result of this issue were first received from the US market in late 2009

**Q9 Is the problem connected with the clockspring leading you to any concerns regarding the reliability of a system, which is supposed to be designed and engineered for the driver's safety? What type of measures are you planning to take?**

A The SRS is, as its name suggests, supplementary. The primary safety system is the correct use of the seat belts. The SRS is only called into operation when there is a collision of sufficient severity. This condition is unique to the driver's airbag; no other aspect of the SRS is impacted. The SRS warning lamp notifies the driver of a potential concern with the SRS and the driver is strongly advised to seek retailer repair should the SRS or any other warning lamp be illuminated.

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

A Land Rover's SRS clockspring supplier has made changes to the production process to bring the shorting bar element of the SRS clockspring connector back into specification to ensure the concern is eradicated.

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

A Owners will be notified and instructed to take their vehicle to a Land Rover-approved repairer to have a spacer attached to the SRS clockspring harness connector. The spacer will ensure the shorting bar within the harness connector performs to design intent.

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

A This recall is being notified to US and Canadian customers of LR2 vehicles identified in the VIN range.

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

A No other Land Rover vehicles are affected by these actions.

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

A Yes parts are available for this 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 vehicle is affected?**

A LR2 vehicles within the 2010MY VIN range AH174254 - AH214178, as well as 2011MY vehicles BH207263, BH207265, BH207448, and BH207450, are included in this campaign.

**Q17 How long does it take for the car 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 20 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.

**Q18 Can I continue to drive my vehicle safely until it has been recalled?**

A Vehicle safety for normal use is not compromised. Furthermore, the SRS warning light warns the driver of a potential concern with the supplementary restraints system and the handbook advises that dealer service be sought. All vehicle occupants should use the seat belts fitted or approved child restraints in the case of babies and younger children.

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

# TECHNICAL BULLETIN

No: P116 (ISSUE 1)  
23 NOV 2010



CIRCULATE TO:      SERVICE ✓      PARTS ✓      WARRANTY ✓      BODY SHOP ✓

## SECTION: 413

### Safety Recall: Airbag Clockspring Connector

#### AFFECTED VEHICLE RANGE:

LR2 (LF)

VIN: AH174254 - AH214178  
Model Year: 2010

LR2 (LF) USA Only

VIN: BH207263, BH207265, BH207448, BH207450  
Model Year: 2011

#### CONDITION SUMMARY:

**Situation:** The shorting bar in the clock spring may not become disconnected when the driver's air bag module connector is installed. The Supplemental Restraint System (SRS) warning light will illuminate on the instrument cluster. The SRS warning light is intended to notify the driver that there is a concern with the SRS in the vehicle and that immediate repair is necessary.

If this condition occurs during a drive cycle, and the vehicle is involved in a collision where the deployment of the driver's airbag is required, the driver's airbag may not deploy as intended or may not deploy at all. As a result, deployment of the driver's airbag may not be achieved in the event of a vehicle crash, increasing the risk of injury.

**Action:** Retailers are required to **HOLD** all affected new vehicles in your control and withhold them from onward distribution and sale pending completion of the rework action. Refer to the Repair Procedure outlined below to install a spacer to the clockspring connector in the instrument pack wiring harness. For vehicles in retailer inventory, this Recall action should be performed as part of the Pre-Delivery Inspection (PDI) and be completed prior to sale and handover to the owner. Vehicles already in the hands of owners will be subject to the standard owner notification process. At the time of customer appointment, ensure that all outstanding service campaigns for each individual vehicle are identified and allocate sufficient time and resources to complete all campaigns.

For Recall notification / administration details, refer to Service Bulletins SRE10-01 / SRE10-02 (USA) and SRE10-01C / SRE10-02C (Canada).

#### PARTS:

LR027429 .....Spacer

Qty: 1

#### TOOLS:

Refer to Workshop Manual for any required special tools

#### WARRANTY:



**NOTE:** Always check DDW to verify that the vehicle is affected by this Recall Action or any other Service Action prior to undertaking any repair as some vehicles may have been repaired in port. DDW reflects only those vehicles affected and un-repaired.



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

Warranty claims should be submitted quoting the Program Code 'P116' together with the relevant Option Code 'B' or 'C'. As Option Codes are used, there is no requirement to enter SRO or parts; these are repeated for information only. The option that allows for the drive in / drive out allowance may only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

NOTE: The information in Technical Bulletins is intended for use by trained, professional Technicians with the knowledge, tools, and equipment required to do the job properly and safely. It informs these Technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by 'do-it-yourselfers'. If you are not a Retailer, do not assume that a condition described affects your vehicle. Contact an authorized Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

| PROGRAM CODE | OPTION CODE | DESCRIPTION   | SRO                     | TIME (HOURS) | PARTS         | QTY    |
|--------------|-------------|---|-------------------------|--------------|---------------|--------|
| P116         | B           | Fit spacer to clockspring connector                         | 76.74.89.50             | 0.20         | LR027429      | 1      |
| P116         | C           | Fit spacer to clockspring connector<br>Drive in / drive out | 76.74.89.50<br>02.02.02 | 0.20<br>0.20 | LR027429<br>- | 1<br>- |

*Normal Warranty policies and procedures apply*

## **REPAIR PROCEDURE**

**NOTE:** Prior to undertaking any SRS repairs, refer to **Workshop Manual, section 100-00: General Information > Description and Operation > Standard Workshop Procedures > Supplementary Restraint System (SRS) Precautions.**

**WARNING:** It is essential that a period of two (2) minutes elapses after the battery is disconnected before any work is undertaken on any part of the SRS.

1. Make the Supplemental Restraint System (SRS) safe.
  - Remove the remote control from the docking port.
  - Disconnect negative battery cable.
  - Disconnect positive battery cable.
  - Wait two (2) minutes.

**NOTE:** Steering wheel shown removed for clarity only.

2. Release the steering column lower cowl. (Figure 1)
  - Release the steering column adjustment lever.
  - Remove the two Torx bolts.
3. Disconnect the electrical connector. (Figure 2)
4. Install the clockspring electrical connector spacer.
  - If this spacer is already installed, do not remove the existing or install another spacer; continue to step 5.
5. Connect the electrical connector.
6. Install the steering column lower cowl: (Figure 1)
  - Tighten the two Torx bolts to **3Nm (2.2lbf ft)**.
  - Tighten the steering column adjustment lever.
7. Connect the positive battery cable.
8. Connect the negative battery cable.

Figure 1

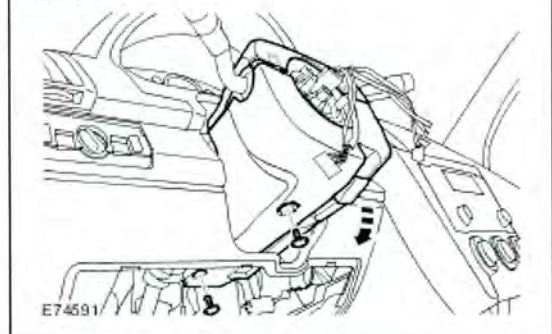


Figure 2





## PARTS ALERT

PA10GI-35

23 NOVEMBER 2010



NAS:

US Only:

CAN Only:

**ATTENTION:** Parts Manager, Parts Professional

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### Safety Recall P116 / LR2 Airbag Clockspring Connector Spacer LR027429

Please be advised that there is only a limited supply of LR2 Airbag Clockspring Connector Spacer, LR027429, is currently available to support the recently issued Safety Recall P116. Larger shipments of the spacer are expected shortly to adequately meet the forecast demand of parts for this recall.

Initially, please order only the amount necessary to affect critical or urgent repairs.