



SERVICE BULLETIN

Safety Recall P037 (NHTSA # 13V-607): Airbag Warning Lamp Illuminated - Update

12-DEC-13

No.: SRE13-04

Section: RECALL

Market: USA

THIS SERVICE BULLETIN UPDATES SRE13-02

Jaguar Land Rover North America, LLC has informed the National Highway Traffic Safety Administration (NHTSA) of its intent to perform a voluntary Safety Recall involving 2013 and certain 2014 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 \$7,000.00 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 3,912 2013-2014 model year Land Rover Range Rover vehicles are potentially affected in the USA and Federalized Territories. The VIN range of affected vehicles is DA000157-DA118093; EA110443-EA118093.

DESCRIPTION

The Supplemental Restraint System (SRS) connector located in the driver and front passenger side seat which connects the side airbags to the SRS system may become dislodged due to insufficient package space surrounding the connector. This may disable the driver and/or passenger seat side airbag and cause the airbag warning lamp on the Instrument Cluster to illuminate.

If this condition occurs and the vehicle is involved in a collision which requires the deployment of the front side airbags, the airbags may not deploy as intended or may not deploy at all. An airbag non-deployment increases the risk of injury. The airbag warning lamp may clear on each subsequent ignition cycle.

All other features of the SRS will operate as normal when required.

ACTION TO BE TAKEN

Retailers are required to check DDW to ensure a vehicle is affected by Program Code '**P037**' and **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 on or before 17 January 2014.

Retailers are advised that the use of vehicles within the affected VIN range as [Sales Demonstrator or Service 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.

STATUS CHECKING / VEHICLE IDENTIFICATION

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

SERVICE PROGRAM

Refer to Technical Bulletin P037, *Safety Recall: Airbag Warning Lamp Illuminated*, for complete repair information.


PARTS

No parts required.

TOOLS

Refer to Workshop Manual / Repair Procedure for any required tools

WARRANTY

 **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 program 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 '**P037**' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

Warranty claims must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PART No. / SUNDRY ITEM CODE	QTY. / VALUE
P037	B	Rework seat foam pads	05.10.40	0.40	-	-
P037	C	Rework seat foam pads	05.10.40	0.40	-	-
		Drive in / drive out	02.02.02	0.20	-	-
P037	D	Rework seat foam pads	05.10.40	0.40	-	-
		Read and clear DTCs	12.90.16	0.20	-	-
P037	E	Rework seat foam pads	05.10.40	0.40	-	-
		Read and clear DTCs	12.90.16	0.20	-	-
		Drive in / drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply

Safety Recall P037: Sample Owner Letter – USA

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, SALGXXXXXXA000000

January 2014

RE: Safety Recall P037 – Airbag Warning Lamp Illuminated

Vehicles Affected: Land Rover Range Rover

Model Year: 2013-2014

National Highway Traffic Safety Administration Recall Number: 13V-607

Dear Land Rover 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 2013 and certain 2014 model year Land Rover Range Rover vehicles. Your vehicle is included in this recall action.

What is the concern?

A concern has been identified where the Supplemental Restraint System (SRS) connector located in the driver and front passenger side seat which connects the side airbags to the SRS system may become dislodged due to insufficient package space surrounding the connector. This may disable the driver and/or passenger seat side airbag and cause the airbag warning lamp on the Instrument Cluster to illuminate.

If this condition occurs and the vehicle is involved in a collision which requires the deployment of the front side airbags, the airbags may not deploy as intended or may not deploy at all. An airbag non-deployment increases the risk of injury. The airbag warning lamp may clear on each subsequent ignition cycle.

All other features of the SRS will operate as normal when required.

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 remove some of the foam from the back of the seat that is putting pressure on the side airbag connector. 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 45 minutes (depending on vehicle condition), although your retailer may need your vehicle for a longer time due to service scheduling requirements or if your retailer identifies your vehicle is eligible for additional complimentary vehicle upgrades that Land Rover is currently offering Range Rover customers.

What should you do?

Please contact your authorized Land Rover retailer at your earliest convenience to schedule an appointment to have Safety Recall P037 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 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 email: Visit the website <http://www.landroverusa.com>, select 'Contact Us' and send an email from the 'Email Land Rover' link.

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,

A handwritten signature in blue ink, appearing to read "Peter Pochapsky".

Peter Pochapsky
Customer Relationship Manager

Safety Recall P037: Technical Q & A

Main Message:

The Supplemental Restraint System (SRS) connector located in the driver and front passenger seat which connects the seat airbag to the SRS system may be dislodged during the course of vehicle entry and exit. The airbag warning lamp on the instrument cluster may illuminate. This warning lamp may clear on each subsequent ignition cycle. The driver and/or passenger seat airbag may be disabled when the airbag warning lamp is illuminated as a result of this defect. The airbag warning lamp is intended to notify the driver that there is a concern with the SRS system in the vehicle and that immediate repair is necessary. If this condition occurs during an ignition cycle and the vehicle is involved in a collision which requires the deployment of the front side airbags, the front side airbags may not deploy as intended or may not deploy at all. As a result, deployment of the front seat airbags may not be achieved in the event of a vehicle crash, increasing the risk of injury.

Q 1 Who do I contact if a member of the press contacts me about this recall?

A Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.

Q 2 Why is Jaguar Land Rover Limited recalling certain Range Rover vehicles?

A Jaguar Land Rover Limited is conducting a voluntary safety recall involving 2013 and certain 2014 model year Land Rover Range Rover vehicles. Customers will be asked to take their vehicles to an approved repairer to have the seat foam modified to ensure the required level of separation between the seat foam and airbag connector is provided.

Q 3 Can you tell me more about what is wrong with the vehicles?

A Engineering analysis of a number of field reports of customers reporting illumination of the airbag warning lamp has revealed that due to a clash the seat foam may be exerting pressure on the airbag connector. This pressure may cause the connector to dislodge. The airbag warning lamp will illuminate when a permanent or intermittent open circuit is detected. In the event of a collision of sufficient severity, the airbag will continue to attempt to deploy even with the airbag warning lamp illuminated, however it is possible that the front side airbags may not deploy as intended or may not deploy at all. The airbag warning lamp will remain illuminated for the complete ignition cycle.

Q 4 How would the customer become aware of potentially having this concern?

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

Q 5 Does this concern affect vehicle safety?

A Should this condition exist, the SRS system will continue to attempt to deploy the airbags in the event of crash of sufficient severity to require side airbag deployment. The airbag warning light warns the driver of a potential concern with the SRS 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 young children.

Q 6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover Limited has received nine (9) field reports concerning the SRS warning lamp being illuminated on 2013 and certain 2014MY Range Rover vehicles.

Q 7 Have there been any accidents or injuries or fires?

A Jaguar Land Rover Limited is unaware of any accidents, injuries or fires associated with this issue.

Q 8 How was the condition discovered?

A The condition was identified through Jaguar Land Rover's field reporting process.

- Q 9** How long has Jaguar Land Rover Limited known about this problem?
A The emergence of a pattern of this issue started in July 2013.
- Q 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?
A Jaguar Land Rover Limited has no concerns with the overall reliability of the vehicle. Jaguar Land Rover carefully monitors field data to ensure that any matters relating to safety and compliance are rigorously investigated.
- Q 11** What has Jaguar Land Rover done in production?
A A modification has been made to the seat foam which ensures the correct level of separation between the seat foam and airbag connector is maintained.
- Q 12** What will Authorised Repairers do to the vehicles?
A Authorised repairers will remove the seat back panel and remove some of the seat foam to ensure that the required level of separation between the seat foam and airbag connector is achieved.
- Q 13** Which vehicles are affected by this recall?
A All 2013 and certain 2014MY Range Rover vehicles manufactured as below:
All vehicles within the VIN range SALGS2DF4DA000157-SALGS2EF8DA118274 and SALGS2WF9EA110443-SALGV2EF3EA118093 and manufactured between August 16, 2012 and March 18, 2013 at Jaguar Land Rover's Solihull (UK) manufacturing plant are potentially affected.
- Q 14** Are other Jaguar Land Rover models affected by these actions?
A No other models are known to be affected by this condition.
- Q 15** Are parts available to rework vehicles?
A No parts are required in order for Land Rover authorised repairers to conduct this repair.
- Q 16** How much will the recall cost Jaguar Land Rover Limited?
A Cost was not a factor in deciding to recall these vehicles.
- Q 17** 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 authorised repairer for the work to be carried out.
- Q 18** How long does it take for the vehicle to be inspected and repaired?
A The work will be carried out as quickly and efficiently as possible in order to minimise inconvenience to customers and is expected to take no longer 45 minutes to complete. Naturally, due to dealer schedules, vehicles may be required for longer.
- Q 19** Can I continue to drive my Range Rover vehicle safely until it has been recalled?
A Customers are advised to contact a Land Rover authorised repairer should they have any concerns regarding the SRS system on their vehicle.
- Note:** Please ensure that any Press enquiries are referred to the Jaguar Land Rover Corporate Affairs office.