



ABOVE & BEYOND

**NOTIFICATION OF SAFETY RECALL P059 (NHTSA# 15V-093):
OCCUPANT CLASSIFICATION SENSOR SYSTEM 'PASSENGER
AIRBAG OFF' LAMP ILLUMINATED**

**SERVICE
BULLETIN**

18-FEB-15

NO.: SRE15-05

SECTION: RECALL

MARKET: USA

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 certain 2014-2015 model year Land Rover Range Rover Sport and 2013-2015 model year 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 61,793 vehicles are affected.

The VIN ranges of affected vehicles are:

- Range Rover Sport (L494) SALWR2WF0EA000002-SALWR2VF6FA520157 (select vehicles within the VIN range only)
- Range Rover Sport (L494) SALWV2TF3FA600188-SALWR2VF7FA616251 (select vehicles within the VIN range only)
- Range Rover (L405) SALGV2EF7DA000014-SALGS2TF8FA217862 (select vehicles within the VIN range only)

DESCRIPTION OF DEFECT

A concern has been identified on certain 2014-2015 model year Land Rover Range Rover Sport and 2013-2015 model year Range Rover vehicles where the Occupant Classification Sensor (OCS) may not function correctly at all times.

A light weight (5th percentile female) adult passenger could be mis-classified and the passenger airbag disabled as a result when the vehicle is being driven on very smooth surface roads for a period of time. The 'Passenger Airbag OFF' lamp is illuminated in this situation.

EFFECT ON VEHICLE OPERATION

In the event of a vehicle crash the adult passenger will not be fully protected by the Supplementary Restraint System (SRS) and could be exposed to an increased risk of injury.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to a Land Rover dealer who will update the vehicle's restraints Occupant Classification Sensor Control Module (OSCM) software to the latest level.

Refer to Technical Bulletin P059NAS, *Safety Recall: Occupant Classification Sensor System 'Passenger Airbag OFF' Lamp Illuminated*, for complete repair details.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 17 April 2015.

ACTION TO BE TAKEN

Retailers are required to check DDW to ensure that the vehicle is affected by Program Code 'P059' and to HOLD only affected new vehicles in the above VIN range that are 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.

Retailers are advised that the use of vehicles within the affected model year / VIN range as Sales Demonstrator or Service Loaner vehicles may be considered a violation of Federal legislation. Jaguar Land Rover North America, LLC recommends against using affected vehicles for demonstrator or loaner purposes. Please consult your own legal counsel if you have questions in this regard.

PARTS

No parts required.

TOOLS

Refer to the Technical Bulletin noted above for any required tools.

WARRANTY

NOTE: check DDW to ensure that a 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 'P059' together with the relevant Option Code from the table. SRO and parts information is included for information only. The Option Code(s) that allows for the drive in / drive out allowance may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

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

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 CODE	QTY. / VALUE
P059	B	Configure restraints occupant classification sensor control module	76.90.03	0.20	-	-

P059	C	Configure restraints occupant classification sensor control module	76.90.03	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply

SAFETY RECALL P059: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

April 2014

RE: Safety Recall P059 – Occupant Classification Sensor System 'Passenger Airbag OFF' Lamp Illuminated

**Model Year / Vehicle Affected: 2014–2015MY Range Rover Sport
2013–2015MY Range Rover**

National Highway Traffic Safety Administration Recall Number: 15V-093

Dear Land 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 certain 2014–2015 model year Land Rover Range Rover Sport and 2013–2015 model year Range Rover vehicles. Your vehicle is included in this Recall action.

What is the concern?

A concern has been identified on certain 2014–2015 model year Land Rover Range Rover Sport and 2013–2015 model year Range Rover vehicles where the Occupant Classification Sensor (OCS) may not function correctly at all times.

A light weight (5th percentile female) adult passenger could be mis-classified and the passenger airbag disabled as a result when the vehicle is being driven on very smooth surface roads for a period of time. The 'Passenger Airbag OFF' lamp is illuminated in this situation.

In the event of a vehicle crash the adult passenger will not be fully protected by the Supplementary Restraint System (SRS) and could be exposed to an increased risk of injury.

What will Land Rover and your Land Rover retailer do?

Land Rover is carrying out a recall of the vehicles mentioned above. An authorized Land Rover retailer will update your vehicle's restraints Occupant Classification Sensor Control Module software to the latest level. There will be no charge for this repair.

What should you do?

Contact your preferred Land Rover retailer and provide the retailer with your Vehicle Identification Number (VIN) and request a service date to complete the work required under Program Code P059. During this visit, please take the opportunity to discuss any aspect of your vehicle's operation or performance with the Retailer team who will be pleased to assist you with any questions you may have regarding your vehicle in order for you to get the most out of its advanced features.

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 30 minutes, although your retailer may need your vehicle for a longer time due to service scheduling requirements and vehicle conditioning.

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 Land Rover?

If you are no longer the owner of this vehicle, Land Rover would 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?

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 Centre at 1-800-637-6837, 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 Centre
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 1-888-327-4236 (TTY: 1-800-424-9153), 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. Land Rover, in cooperation with your authorized Land Rover retailer, will strive to minimize any inconvenience to you caused by this program.

Sincerely,



Peter Pochapsky
Customer Experience Manager

SAFETY RECALL P059: TECHNICAL Q&A

Main Message: A concern has been identified on certain 2014–2015 model year Land Rover Range Rover Sport and 2013–2015 model year Range Rover vehicles where the Occupant Classification Sensor (OCS) may not function correctly at all times.

A light weight (5th percentile female) adult passenger could be mis-classified and the passenger airbag disabled as a result when the vehicle is being driven on very smooth surface roads for a period of time. The 'Passenger Airbag OFF' lamp is illuminated in this situation.

In the event of a vehicle crash the adult passenger will not be fully protected by the Supplementary Restraint System (SRS) and could be exposed to an increased risk of injury.

Q1 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.

Q2 Why is Jaguar Land Rover Limited recalling certain Land Rover vehicles?

A A concern has been identified on certain 2014–2015 model year Land Rover Range Rover Sport and 2013–2015 model year Range Rover vehicles where the Occupant Classification Sensor (OCS) may not function correctly at all times.

A light weight (5th percentile female) adult passenger could be mis-classified and the passenger airbag disabled as a result when the vehicle is being driven on very smooth surface roads for a period of time. The 'Passenger Airbag OFF' lamp is illuminated in this situation.

In the event of a vehicle crash the adult passenger will not be fully protected by the Supplementary Restraint System (SRS) and could be exposed to an increased risk of injury.

Q3 Can you tell me more about what is wrong with the vehicles?

A Customer reports of the 'Passenger Airbag OFF' lamp illuminated when an adult occupant has been occupying the passenger seat and the vehicle was being driven on very smooth roads for periods of time were received. Controlled engineering tests designed to determine the factors which incite the condition, with an adult sitting without moving on the passenger seat, revealed a number of elements influencing this condition. Relative variances signal of the dynamic algorithm were found to move below the calibrated cinched child seat relative variance threshold.

Q4 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 'Passenger Airbag OFF' lamp.

Q5 Does this concern affect vehicle safety?

A Should this condition exist, the SRS system may not operate as intended in the event of crash of sufficient severity to require passenger airbag deployment.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a number of retailer reports and warranty claims for illumination of the 'Passenger Airbag OFF' lamp.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is not aware of any accidents or injuries which have been attributed to this issue.

Q8 How was the condition discovered?

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

Q9 How long has Jaguar Land Rover known about this problem?

A Jaguar Land Rover was made aware of the emergence of retailer reports regarding the performance of the Occupant Classification Sensor system in the Autumn of 2014.

Q10 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 We have 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.

Q11 What has Jaguar Land Rover done in production?

A Production vehicles are manufactured with revised software which correctly classifies the passenger seat occupant.

Q12 What is the repair for this issue?

A Authorized repairers will update the Occupant Classification Sensor system software to the latest level.

Q13 Which vehicles are affected by this recall?

A Certain vehicles manufactured at Jaguar Land Rover's (UK) manufacturing plants within the following VIN ranges and dates are potentially affected.

- Range Rover Sport (L494) SALWR2WF0EA000002-SALWR2VF6FA520157 (select vehicles within the VIN range only)
- Range Rover Sport (L494) SALWV2TF3FA600188-SALWR2VF7FA616251 (select vehicles within the VIN range only)
- Range Rover (L405) SALGV2EF7DA000014-SALGS2TF8FA217862 (select vehicles within the VIN range only)

Q14 Are other Jaguar Land Rover models affected by these actions?

A No other models are known to be affected by this condition, other than those listed on this document.

Q15 Are parts available to rework vehicles?

A Yes, the necessary software is available for authorized Land Rover repairers to conduct this repair.

Q16 How much will the recall cost Jaguar Land Rover?

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

Q17 How do I know if my vehicle is affected?

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

Q18 How long does it take for the vehicle to be inspected and repaired?

A Work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers. The work is expected to take 30 minutes. Naturally, due to retailer schedules, vehicles may be required for longer.

Q19 Can I continue to drive my vehicle safely until it has been recalled?

A Customers are advised to contact an Authorized Land Rover repairer should they have any concerns regarding their vehicles.

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