



ABOVE & BEYOND

**NON-COMPLIANCE RECALL P071 (NHTSA# 15V-571):  
PASSENGER AIRBAG DEACTIVATION INDICATOR (PADI) LAMP  
HANDBOOK SUPPLEMENT**

**SERVICE  
BULLETIN**

23-SEP-15

NO.: SRE15-16

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 Non-Compliance Recall involving certain 2014 model year Land Rover Range Rover Sport 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.*

***THIS BULLETIN UPDATES SRE15-15***

**AFFECTED VEHICLES**

A total of 5,914 vehicles are affected. The VIN range of affected vehicles is SALWR2WFXEA339933-SALWR2TF0EA368586 (select vehicles within the VIN range).

**DESCRIPTION OF DEFECT**

A non-compliance concern has been identified on certain 2014 model year Land Rover Range Rover Sport (LW; L494) vehicles where the Owner's Handbook information, which details the functionality of the Airbag Status Indicator Lamp, has been incorrectly described. Actual operation of Occupant Sensor System (OSS) is not affected; however the description of operation in the Owner's Handbook does not correspond with the actual Airbag Status Indicator Lamp operation.

Vehicles with the handbook in this condition will not comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) 208-Occupant Crash Protection.

**EFFECT ON VEHICLE OPERATION**

An occupant that does not correctly understand airbag functionality may be at increased risk of injury in a crash.

**SERVICE PROGRAM / REWORK ACTION**

Owners will receive a copy of an Owner's Handbook supplement as part of the owner notification mailing. The supplement will correspond with the correct Occupant Sensor System operation. Receipt of this notification and supplement satisfies the requirements of this recall remedy.

There will be no charge to owners for this action.

## OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 31 October 2015.

## ACTION TO BE TAKEN

**Check DDW to ensure that a vehicle is affected by this program (P071) prior to undertaking any rework action.**

Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for **new vehicle sale** pending completion of the rework action. Retailers with affected unsold vehicles will be supplied by mail with copies of the Owner's Handbook supplement.

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. Owners will be requested to place a copy of the Owner's Handbook supplement into their existing Owner's Handbook. Delivery of the customer notification letter and handbook supplement satisfies the recall remedy and will close the campaign. For any vehicle where it is not possible to deliver the owner notification, these will remain flagged open in DDW. If any of these vehicles are presented at retailers for service, the Owner's Handbook supplement should then be placed inside the existing Owner's Handbook and the claim submitted as detailed below to close out the recall.

For convenience, a copy of the supplement is included in this bulletin.

**Retailers are advised that the use of affected vehicles 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

DESCRIPTION	PART No. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
* Owner's Handbook supplement - English	LSK 18 02 62 141	1	100

\* - Owner's Handbook supplements are not available for order via Parts.

Copies of the printed supplement for retailer use may be requested free of charge. Please contact Lourdes Clemente via email at [lclemen4@jaguarlandrover.com](mailto:lclemen4@jaguarlandrover.com). These are not available to order via Parts

## TOOLS

No tools required.

## 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 '**P071**' together with Option Code '**B**'. SRO and parts information is included for information only. 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.

<b>PROGRAM CODE</b>	<b>OPTION CODE</b>	<b>DESCRIPTION</b>	<b>SRO</b>	<b>TIME (HOURS)</b>	<b>PART No. / SUNDRY CODE</b>	<b>QTY. / VALUE</b>
<b>P071</b>	<b>B</b>	Place Owner's Handbook supplement in the vehicle	-	-	ZZZ001	*\$1.00

\* - an allowance of US\$1.00 has been provided to cover the cost of placing the Owner's Handbook supplement in the vehicle.

*Normal Warranty policies and procedures apply.*

# NON-COMPLIANCE RECALL P071: SAMPLE OWNER LETTER

This notice applies to your vehicle SALWXXXXXEAXXXXXX

October 2015

**RE: Non-Compliance Recall: Passenger Airbag Deactivation Indicator (PADI) Lamp Handbook Supplement**

**Vehicle Affected: Range Rover Sport**

**Model Year: 2014**

**National Highway Traffic Safety Administration Recall Number: 15V-571**

**Dear Range Rover Sport 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 certain 2014 model year Range Rover Sport vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 208 - Occupant Crash Protection.

Your vehicle is included in this Recall action.

## **What is the concern?**

The Owner's Handbook information which details the functionality of the Airbag Status Indicator Lamp has been incorrectly described. Actual operation of the Occupant Sensor System (OSS) is not affected; however the description of operation in the Owner's Handbook does not correspond with the actual Airbag Status Indicator Lamp operation.

An occupant that does not correctly understand airbag functionality may be at increased risk of injury in a crash.

## **What will Land Rover and your Land Rover retailer do?**

Land Rover is carrying out a recall of the vehicles mentioned above.

There will be no charge for this repair.

## **What should you do?**

Please place the enclosed Owner's Handbook Supplement with your vehicle's Owner's Handbook portfolio.

**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 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 Relationship Centre Manager



# **RANGE ROVER SPORT**

## **OWNER'S HANDBOOK SUPPLEMENT**

The following information supersedes the information contained within your Owner's Handbook. This supplement should be used in conjunction with your Owner's Handbook.

**Publication Part No. LSK 18 02 62 141**

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## Supplementary information

### OCCUPANT SENSING

The Occupancy sensor system features a passenger air bag status indicator. The indicator is mounted in the roof console, and will display 3 operational states. These are as shown in the table below.

Occupancy status	Passenger air bag status	Status indicator display
Completely empty	Deactivated	PASSENGER AIRBAG OFF*
Child restraint or low weight occupant/object	Deactivated	PASSENGER AIRBAG OFF
Heavy occupant/object	Activated	ON PASSENGER AIRBAG**

\* If the indicator shows that the air bag is off, and an adult is seated in the front passenger seat, contact your Retailer/Authorized Repairer immediately.

\*\* Displays for 60 seconds, then extinguishes.

For more information on Occupant sensing, refer to the **OCCUPANT SENSING** section of the Owner's Handbook.

## NON-COMPLIANCE RECALL P071: TECHNICAL Q & A

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**Main Message: A non-compliance concern has been identified on certain 2014MY Land Rover Range Rover Sport vehicles where the Owner's Handbook information, which details the functionality of the Airbag Status Indicator Lamp, has been incorrectly described. Actual operation of Occupant Sensor System (OSS) is not affected; however the description of operation in the Owner's Handbook does not correspond with the actual Airbag Status Indicator Lamp operation.**

**Vehicles with the handbook in this condition will not comply with the requirements of Canadian Motor Vehicle Safety Standard (CMVSS) 208-Occupant Restraint Systems in Frontal Impact (Canada) and Federal Motor Vehicle Safety Standard (FMVSS) 208-Occupant Crash Protection (USA).**

**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 vehicles for this issue?**

A The description of operation in the Owner's Handbook does not correspond with the actual Airbag Status Indicator Lamp operation. Vehicles with the handbook in this condition will not comply with the requirements of Canadian Motor Vehicle Safety Standard (CMVSS) 208-Occupant Restraint Systems in Frontal Impact (Canada) and Federal Motor Vehicle Safety Standard (FMVSS) 208-Occupant Crash Protection (USA).

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

A Certain 2014MY Land Rover Range Rover Sport vehicles where the Owner's Handbook information, which details the functionality of the Airbag Status Indicator Lamp, has been incorrectly described. Actual operation of Occupant Sensor System (OSS) is not affected.

**Q4 How would the customer become aware of potentially having this concern?**

A Customers may notice that the Airbag Status Indicator Lamp operates differently to that described in the Owner's Handbook.

**Q5 Does this concern affect vehicle safety?**

A This is a compliance issue with regulatory requirements.

**Q6 Has Jaguar Land Rover Limited received many complaints?**

A Jaguar Land Rover has not received any customer complaints relating to this issue.

**Q7 Have there been any accidents or injuries?**

A Jaguar Land Rover is unaware of any accident, injuries or fires which have been attributed to this issue.

**Q8 How was the further condition discovered?**

A Jaguar Land Rover was alerted to this issue through internal engineering sign-off processes.

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

A Jaguar Land Rover determined that this matter constituted a non-compliance with Federal Motor Vehicle Safety Standard (FMVSS) in early September 2015.



**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** Correct Owner's Handbook content has been added to the vehicle literature pack.

**Q12 What will Authorized Repairers do to the vehicles?**

**A** Jaguar Land Rover will mail to affected owners a handbook supplement and, for vehicles yet to be sold, provide this supplement to retailers to be inserted into unsold affected vehicles.

**Q13 Which vehicles are affected by this recall?**

**A** Certain Land Rover vehicles manufactured at Jaguar Land Rover's (UK) manufacturing plants within the following VIN range and dates are potentially effected:

- Range Rover Sport (L494) ..... SALWR2WFXEA339933-SALWR2TF0EA368586  
(select vehicles within the VIN range)  
..... 16 December 2012-14 April 2014

**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** Parts are available for this rework.

**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 affected vehicles will shortly receive a letter and handbook supplement which should be added to the vehicle literature pack.

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

**A** Customers are advised to contact a Land Rover Authorized 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.*