



ABOVE & BEYOND

SAFETY RECALL P072 (NHTSA # 15V-600): SECOND ROW SEAT BACKREST RECLINE FUNCTION

SERVICE BULLETIN

06-NOV-15 | NO.: SRE15-18 | 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 2015 model year Land Rover Range Rover Sport and Range Rover vehicles imported into the United States market. Information relating to the proposed Safety 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 SRE15-17

AFFECTED VEHICLES

A total of 856 select vehicles within the VIN ranges listed below are affected.

- Range Rover Sport (L494) SALWR2VFXFA538466-SALWR2VF6FA539727
..... SALWR2VF5FA628110-SALWR2VF8FA628957
- Range Rover (L405) SALGS2VF7FA239784-SALGS2VF3FA241015

See attached for a list of unsold (as of 29 September 2015) vehicles affected by this program.

DESCRIPTION OF DEFECT

The second row seat backrest recline mechanisms may not latch correctly.

EFFECT ON VEHICLE OPERATION

It is possible the visual indication of correct latch (the operating lever) condition is false and misleading and as such, especially in the center second row seated position, the seatbelt may not correctly restrain the occupant during a crash, which increases the risk of injury.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to a Land Rover retailer who will inspect the second row seat mechanisms. If required, the retailer will fit the correct specification components.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 13 November 2015.

ACTION TO BE TAKEN

Check DDW to ensure that a vehicle is affected by this program (P072) 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.

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.

Refer to Technical Bulletin P072NAS, *Safety Recall: Second Row Seat Backrest Recline Function*, for detailed repair instructions.

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

NOTE: ORDER PARTS *ONLY* AFTER CONFIRMING A VEHICLE FAILS THE INSPECTION PROCEDURE OUTLINED BELOW. IT IS NECESSARY TO REPLACE ONLY A FAILED SEAT FRAME WHICH DOES NOT HAVE A VISIBLE TAB AT THE RECLINER MECHANISMS.

NOTE: the expected percentage demand of parts is 10% for the total number of affected vehicles, *not* for each color or seat frame listed.

NOTE: use DDW to verify interior color and seat specification *prior* to ordering any components.

NOTE: certain rear seat back carpet part numbers may require additional transit time.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Seat frame - 40% seat - 5-seat, Folding	LR065719	1	10
Seat frame - 60% seat - Load thru	LR052751	1	10
Seat frame - 60% seat - Low line, no load thru	LR052827	1	10
Centre seat belt retaining bolt	HYP500370	1	10
Bolts - rear	LR049658	4	10
Bolts - front	LR039088	4	10
Carpet - Rear seat back - Ebony/Ebony - 40% seat - Range Rover Sport (L494)	LR042770	1	10
Carpet - Rear seat back - Espresso - 40% seat - Range Rover Sport (L494)	LR042768	1	10
Carpet - Rear seat back - Ebony/Ebony - 60% seat - Range Rover Sport (L494)	LR042772	1	10
Carpet - Rear seat back - Espresso - 60% seat - Range Rover Sport (L494)	LR042771	1	10

Carpet - Rear seat back - Ebony/Ebony - 60% seat, Fold Thru - Range Rover Sport (L494)	LR042774	1	10
Carpet - Rear seat back - Espresso - 60% seat, Fold Thru - Range Rover Sport (L494)	LR042773	1	10
Carpet - Rear seat back - Ebony/Ebony - 60% seat, Fold Thru, Cubby Box - Range Rover Sport (L494)	LR042777	1	10
Carpet - Rear seat back - Espresso - 60% seat - Range Rover Sport (L494)	LR042776	1	10
Carpet - Rear seat back - Ebony/Ebony - 40% seat - Range Rover (L405)	LR037270	1	10
Carpet - Rear seat back - Espresso - 40% seat - Range Rover (L405)	LR042771	1	10
Carpet - Rear seat back - Dark Cherry/Ivory - 40% seat - Range Rover (L405)	LR037265	1	10
Carpet - Rear seat back - Brogue/Ivory - 40% seat - Range Rover (L405)	LR037266	1	10
Carpet - Rear seat back - Navy/Cirrus - 40% seat - Range Rover (L405)	LR037268	1	10
Carpet - Rear seat back - Ebony/Pimento - 40% seat - Range Rover (L405)	LR037270	1	10
Carpet - Rear seat back - Espresso/Almond - 40% seat - Range Rover (L405)	LR037271	1	10
Carpet - Rear seat back - Ebony/Ebony - 60% seat - Range Rover (L405)	LR042772	1	10
Carpet - Rear seat back - Espresso - 60% seat - Range Rover (L405)	LR042771	1	10
Carpet - Rear seat back - Dark Cherry/Ivory - 60% seat - Range Rover (L405)	LR037273	1	10
Carpet - Rear seat back - Brogue/Ivory - 60% seat - Range Rover (L405)	LR037274	1	10
Carpet - Rear seat back - Navy/Cirrus - 60% seat - Range Rover (L405)	LR037276	1	10
Carpet - Rear seat back - Ebony/Pimento - 60% seat - Range Rover (L405)	LR037277	1	10
Carpet - Rear seat back - Espresso/Almond - 60% seat - Range Rover (L405)	LR037278	1	10
Carpet - Rear seat back - Ebony/Ebony - 60% seat, Fold thru - Range Rover (L405)	LR042774	1	10
Carpet - Rear seat back - Espresso - 60% seat, Fold thru - Range Rover (L405)	LR042773	1	10
Carpet - Rear seat back - Dark Cherry/Ivory - 60% seat, Fold thru - Range Rover (L405)	LR044957	1	10

Carpet - Rear seat back - Brogue/Ivory - 60% seat, Fold thru - Range Rover (L405)	LR044958	1	10
Carpet - Rear seat back - Navy/Cirrus - 60% seat, Fold thru - Range Rover (L405)	LR044959	1	10
Carpet - Rear seat back - Ebony/Pimento - 60% seat, Fold thru - Range Rover (L405)	LR044960	1	10
Carpet - Rear seat back - Espresso/Almond - 60% seat, Fold thru - Range Rover (L405)	LR044961	1	10

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 Recall and 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 '**P072**', Option Code '**X**', and the relevant parts and labor. 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.

DESCRIPTION	SRO	MODEL	TIME (HOURS)
Inspect second row seat	05.10.10	All	0.10
Frame - Rear seat - LH - Renew	78.85.06	All	1.20
Frame - Rear seat - RH - Renew	78.85.07	All	1.00
Carpet - Rear seat back - Renew	76.49.03	Range Rover Sport (L494)	1.30
Carpet - Rear seat back - Renew	76.49.03	Range Rover (L405) - SWB	1.50
Carpet - Rear seat back - Renew	76.49.03	Range Rover (L405) - LWB	2.30
Drive in/drive out	02.02.02	All	0.20

Normal Warranty policies and procedures apply.

SAFETY RECALL P072: SAMPLE OWNER LETTER

IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXX

November 2015

RE: Safety Recall P072: Second Row Seat Backrest Recline Function

**Vehicle Affected: Range Rover Sport, Range Rover
Model Year: 2015**

National Highway Traffic Safety Administration Recall Number: 15V-600

Dear Range Rover Sport / 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 determined that a defect which relates to motor vehicle safety exists in 2015 model year Range Rover Sport and Range Rover vehicles. Your vehicle is included in this Recall action.

What is the concern?

The second row seat backrest recline mechanisms may not latch correctly. It is possible the visual indication of correct latch (the operating lever) condition is false and misleading and as a result, especially in the center second row seated position, the seatbelt may not correctly restrain the occupant during a crash, which increases the 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 inspect your vehicle's second row seat recline mechanisms. If necessary, the seat recline mechanisms will be replaced with the correct specification.

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 P072.

How long will it take?

The inspection work will be carried out as quickly and efficiently as possible in order to minimize inconvenience to customers and is expected to take up to approximately three hours forty minutes to complete, 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: 1-800-421-9153), 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 Relationship Center Manager

SAFETY RECALL P072: TECHNICAL Q & A

Main Message: a concern has been identified with certain 2015 Model Year (MY) Range Rover Sport and Range Rover vehicles installed with the manual recline second row seat system where the second row seat backrest may not latch robustly in position. It is possible the visual indication of correct latch (the operating lever) condition is false and misleading and as such, especially in the centre second row seated position, the seat belt may not correctly restrain the occupant during a crash which increases the 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 vehicles for this issue?

A Jaguar Land Rover is conducting a safety recall involving certain 2015 Model Year Range Rover Sport and Range Rover vehicles which have the mechanical second row seat recline mechanism installed.

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

A The manual recline second row seat system of the second row seat backrest may not latch robustly in position. It is possible the visual indication of correct latch (the operating lever) condition is false and misleading and as such, especially in the centre second row seated position, the seat belt may not correctly restrain the occupant during a crash, which increases the risk of injury.

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

A The second row seat may, when the recliner mechanism is operated, not latch and the seat back move unexpectedly. Alternatively, a second row middle seat occupant may, when belted in, notice that the seat back moves.

Q5 Does this concern affect vehicle safety?

A If the second row seat is not latched the risk of occupant injury increases, should a crash occur.

Q6 Has Jaguar Land Rover Limited received many complaints?

A Jaguar Land Rover has received a number of reports for this issue.

Q7 Have there been any accidents or injuries?

A Jaguar Land Rover is unaware of any accidents, injuries or fires as a result of this concern.

Q8 How was the further condition discovered?

A The condition was identified through the component supplier quality management system.

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

A An unreasonable risk to safety was determined to exist on September 17, 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 Production vehicles are fitted with second row seat recliner mechanism of the correct, approved design .

Q12 What will Authorized Repairers do to the vehicles?

A Owners will be notified and instructed to take their vehicles to a Land Rover retailer who will inspect the recliner mechanisms installed. Where one or more of the four recliner mechanisms are of the incorrect design, the seat mechanism will be replaced.

Q13 Which vehicles are affected by this recall?

A Certain 2015 Model Year Land Rover Range Rover Sport and Range Rover vehicles fitted with mechanically operated second row seat recline feature manufactured at Land Rover's (UK) manufacturing plant within the following VIN ranges and dates are potentially affected:

- Range Rover Sport SALWR2VFXFA538466-SALWR2VF6FA539727
..... SALWR2VF5FA628110-SALWR2VF8FA628957
(specific vehicles within this VIN range); 1 June 2015-9 June 2015
- Range Rover SALGS2VF7FA239784-SALGS2VF3FA241015
(specific vehicles within this VIN range); 1 June 2015-9 June 2015

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 How much will the recall cost Jaguar 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 All owners of 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 vehicle 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 three hours forty minutes to complete. Naturally, due to authorized repairer schedules, vehicles may be required for longer.

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.

**SAFETY RECALL P072: UNSOLD AFFECTED VEHICLES
(AS OF 29 SEPTEMBER 2015)**

Dealer Code and Name	VIN	Chassis #	Model Line	Model Year
0104 Land Rover Encino		FA240264	Range Rover	2015
0116 Land Rover Lake Bluff		FA628178	Range Rover Sport	2015
0132 Land Rover San Antonio		FA539039	Range Rover Sport	2015
0132 Land Rover San Antonio		FA539224	Range Rover Sport	2015
0132 Land Rover San Antonio		FA628712	Range Rover Sport	2015
0156 Land Rover Hunt Valley		FA239881	Range Rover	2015
0163 Land Rover Richmond		FA539617	Range Rover Sport	2015
0173 Land Rover Cary		FA240364	Range Rover	2015
0173 Land Rover Cary		FA240843	Range Rover	2015
0173 Land Rover Cary		FA240998	Range Rover	2015
0173 Land Rover Cary		FA538852	Range Rover Sport	2015
0188 Land Rover Solon		FA240510	Range Rover	2015
0189 Land Rover Dublin		FA240841	Range Rover	2015
0192 British Motor Car Distributors, Ltd.		FA628657	Range Rover Sport	2015
0209 Land Rover Hinsdale		FA240410	Range Rover	2015
0209 Land Rover Hinsdale		FA628299	Range Rover Sport	2015
0212 Land Rover Main Line		FA240054	Range Rover	2015
0225 Land Rover Northfield		FA628424	Range Rover Sport	2015
0226 Land Rover Buffalo		FA538756	Range Rover Sport	2015
0228 Land Rover Tampa		FA628791	Range Rover Sport	2015
0233 Land Rover Greensboro		FA628756	Range Rover Sport	2015
0234 Land Rover Austin		FA538798	Range Rover Sport	2015
0234 Land Rover Austin		FA538982	Range Rover Sport	2015
0234 Land Rover Austin		FA628514	Range Rover Sport	2015
0235 Land Rover Louisville		FA240313	Range Rover	2015
0249 Land Rover New Orleans		FA538837	Range Rover Sport	2015
0251 Land Rover Harrisburg		FA240537	Range Rover	2015
0251 Land Rover Harrisburg		FA538877	Range Rover Sport	2015
0252 Land Rover Las Vegas		FA538851	Range Rover Sport	2015
0252 Land Rover Las Vegas		FA628147	Range Rover Sport	2015
0255 Land Rover Hanover		FA538879	Range Rover Sport	2015
0255 Land Rover Hanover		FA539136	Range Rover Sport	2015
0261 Land Rover Redwood City		FA239827	Range Rover	2015
0262 Land Rover Flatirons		FA628724	Range Rover Sport	2015
0270 Land Rover Bedford		FA240012	Range Rover	2015
0270 Land Rover Bedford		FA240127	Range Rover	2015

Dealer Code and Name	VIN	Chassis #	Model Line	Model Year
0277 Land Rover Milford		FA628348	Range Rover Sport	2015
0287 Hornburg Land Rover Los Angeles		FA539041	Range Rover Sport	2015
0291 Land Rover Seattle		FA240065	Range Rover	2015
0291 Land Rover Seattle		FA240158	Range Rover	2015
0296 Land Rover Tysons Corner		FA239941	Range Rover	2015
0296 Land Rover Tysons Corner		FA240052	Range Rover	2015
0302 Land Rover Fox Valley		FA240380	Range Rover	2015
0305 Land Rover Baton Rouge		FA539233	Range Rover Sport	2015
0317 Land Rover Huntsville		FA539185	Range Rover Sport	2015
0318 Land Rover Norwood		FA240451	Range Rover	2015
0319 Land Rover Chantilly		FA628806	Range Rover Sport	2015
0320 Land Rover West Columbia		FA628277	Range Rover Sport	2015
0332 Royal Land Rover Tucson		FA538932	Range Rover Sport	2015
0340 Hornburg Land Rover Santa Monica		FA539531	Range Rover Sport	2015
0342 Land Rover Fort Lauderdale		FA538473	Range Rover Sport	2015
0342 Land Rover Fort Lauderdale		FA538761	Range Rover Sport	2015
0348 Land Rover Hilton Head		FA539141	Range Rover Sport	2015
0361 Land Rover Rochester		FA628447	Range Rover Sport	2015
0362 Land Rover Princeton		FA240228	Range Rover	2015
0369 Land Rover Edison		FA240413	Range Rover	2015
0369 Land Rover Edison		FA240465	Range Rover	2015
0369 Land Rover Edison		FA240961	Range Rover	2015
0383 Land Rover Reno		FA539171	Range Rover Sport	2015
0388 Land Rover Annapolis		FA240881	Range Rover	2015
0388 Land Rover Annapolis		FA538892	Range Rover Sport	2015
0390 Land Rover Roanoke		FA240232	Range Rover	2015
0390 Land Rover Roanoke		FA539143	Range Rover Sport	2015
0391 Land Rover Palm Beach		FA240230	Range Rover	2015
0391 Land Rover Palm Beach		FA240714	Range Rover	2015
0391 Land Rover Palm Beach		FA240848	Range Rover	2015
0393 Land Rover Columbia		FA539047	Range Rover Sport	2015
0394 Land Rover Honolulu		FA539178	Range Rover Sport	2015
0395 Land Rover Jacksonville		FA628747	Range Rover Sport	2015
0397 Land Rover Roaring Fork		FA538919	Range Rover Sport	2015
0397 Land Rover Roaring Fork		FA539246	Range Rover Sport	2015
0602 Land Rover Huntington		FA628796	Range Rover Sport	2015
0604 Land Rover Darien		FA240639	Range Rover	2015