



ABOVE & BEYOND

## SERVICE ACTION P087: TAKATA PASSENGER AIRBAG

## SERVICE BULLETIN

18-AUG-16

NO.: SGI16-34

SEC.: GENERAL  
INFORMATION

MKT.: USA

### DESCRIPTION OF ISSUE

Following the recent Customer Letters sent as part of Recall Action P081 Takata Passenger Airbag, this Service Action is released to support retailers where Customers may have serious concerns following receipt of the initial defect notification letters dated 29 July 2016.

The Recall Action provides for the replacement of the passenger airbag once a permanent remedy parts are available, that are due towards the end of Q4 2016. Until such time as Customers are notified of the availability of the permanent remedy part, a Customer may raise concerns or feel that they cannot continue to use their vehicle in an unrepaired state. Immediate advice to Customers, repeated here for ease of reference is:

*"Jaguar Land Rover North America is not aware of any case of airbag module rupture on our vehicles. Nonetheless, if you are uncomfortable while waiting for the repair, you may elect to avoid having a passenger sit in the front passenger's seat until the recall repair has been performed."*

A limited number of like-for-like airbags have been procured from Takata to support retailers in managing Customers who are insistent that they will not use their vehicle, in spite of assurances concerning risk provided.

### AFFECTED VEHICLES

Range Rover (L322)

Model Year: ..... 2007-2011

VIN: ..... 233805-360036

### ACTION TO BE TAKEN

Where Customers are unwilling to adhere to the above advice, to support Customers and provide reassurance, in the first instance, please make sure that the vehicle is included in Safety Recall P081.

Where the VIN is shown as open, on behalf of the customer, please contact the Customer Relationship Centre (CRC; 800-346-3493, Option 9) to identify the VIN and customer details. Customers may also contact the CRC directly to discuss any concerns should they wish to do so.

Once the VIN is confirmed as eligible for P087, the process identified in the Service Instruction of the Technical Bulletin noted below should then be followed.

In addition to the above, irrespective of this action, the passenger airbag will be replaced again in the future once the required parts become available. This program has been constructed with the agreement of NHTSA.

Refer to Technical Bulletin P087NAS, *Service Action: Takata Passenger Airbag*, for detailed repair instructions.

### PARTS

#### Special Ordering Procedure

Requests under this program for use of replacement 'like-for-like' passenger airbags are to be exclusively routed via the Customer Relationship Centre (CRC). If a request is approved, the retailer will be provided an authorization number and asked to place an order for the part listed below.

The order must contain the 17-digit VIN and CRC authorization number in the order reference field. The part will then ship to the retailer.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE
Passenger airbag	EHT500220	1

### Special Displaced Parts Handling Procedure

Displaced parts require special procedures, including:

- The packaging for the received replacement part MUST be retained to be used to return the displaced passenger airbag.
- Pack the displaced passenger airbag in the packaging in which the replacement part was received. This is a vital step as the replacement part serial number serves as a record identified at Takata.
- Place a copy of the related repair order in the packaging. Do not seal the packaging.
- Set the packaging aside and await further instructions (to be published shortly).

### 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 Recalls 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 '**P087**' 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
<b>P087</b>	<b>B</b>	Passenger airbag - Renew	76.74.02	1.40	EHT500220	1
<b>P087</b>	<b>C</b>	Passenger airbag - Renew Drive in/drive out	76.74.02 02.02.02	1.40 0.20	EHT500220 -	1 -

*Normal Warranty policies and procedures apply.*