



ABOVE & BEYOND

**NOTIFICATION OF SAFETY RECALL P086
(NHTSA # 16V-444): DRIVER AIRBAG SLOW DEPLOYMENT**

SERVICE BULLETIN

17-JUN-16 | NO.: SRE16-04 | SEC.: RECALL | MKT.: 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 2016 model year Land Rover LR4 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 \$21,000.00 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.

DESCRIPTION

An issue has been identified on a limited number of vehicles within the listed Affected Vehicle Range where driver airbag performance is outside of the required specification for time to inflate due to a malformed canister. In this condition, the flow of the gas generated for airbag deployment is not controlled as required.

AFFECTED VEHICLE RANGE

A total of 32 vehicles are affected in the USA market.

LR4 (L319)

Model Year: 2016
VIN: SALAK2V67GA829622-SALAG2V63GA830977

See the attached list of unsold affected vehicles.

EFFECT ON VEHICLE OPERATION

In the event of a crash where the driver airbag is required to deploy, the driver will not be fully protected by the airbag as per design intent.

This could lead to an increased risk of injury.

SERVICE PROGRAM / REWORK ACTION

Owners will be notified and instructed to take their vehicle to a Land Rover retailer who will replace the driver airbag.

There will be no charge to owners for this action.

OWNER NOTIFICATION

Mailing of owner notification letters will occur on or before 05 August 2016.

ACTION TO BE TAKEN

NOTE: check DDW to ensure that the vehicle is affected by Program Code P086 or Q598 prior to undertaking any rework action.

Retailers are required to HOLD affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action. Jaguar Land Rover North America recommends that affected sales demonstrator and loaner vehicles are repaired before use and that used vehicles are repaired before sale.

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.

NOTE: until a Technical Bulletin with full details relating to this Safety Recall is published, retailers should refer to Technical Bulletin Q598 UPS4116-4bNAS, *Update Prior to Sale: Driver Airbag Slow Deployment (SAFETY RECALL P086)*, for detailed repair instructions to complete repairs on affected vehicles.

Vehicles which are repaired under Program Code Q598 will satisfy the repair requirements for Safety Recall P086.

PARTS

WARNING: All pyrotechnic devices are dangerous. Before performing any procedures -- including disposal -- on any pyrotechnic device, read all information contained within the TOPIx Workshop Manual section 100-00: Description and Operation – Standard Workshop Practices.

NOTE: Retailers must place orders following the Restricted Parts order guidelines. Provide the VIN in the *Customer Material Number* field for all parts orders.

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Driver airbag module	LR051756	1	100

TOOLS

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

WARRANTY

NOTE: check DDW to ensure that the vehicle is affected by Program Code P086 or Q598 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 '**Q598**' 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
Q598	B	Replace driver airbag module	76.74.01	0.10	LR051756	1
Q598	C	Replace driver airbag module	76.74.01	0.10	LR051756	1
		Drive in/drive out	02.02.02	0.20	-	-

Normal Warranty policies and procedures apply.

A *Sample Owner Letter* and *Technical Q & A* will be included in an updated communication once these details are finalized.

Customer Communication

Should this program mean that you are unable to deliver an affected vehicle to a customer at an agreed handover date, please advise the customer of the following:

"Jaguar Land Rover is committed to delivering vehicles to our customers of the highest quality, complete with the very latest hardware and software. Our vehicles are continually evolving with our Engineering and Design teams constantly looking for new and innovative ways to further enhance and develop our cars.

Jaguar Land Rover has advised us that there is an upgrade to be carried out on your vehicle, and have instructed us to complete this action prior to handing the vehicle over to you. Jaguar Land Rover apologise that this upgrade may delay the delivery of your new vehicle but are committed to ensuring customers benefit from the very latest technology to ensure your ownership experience is the best one possible."

If necessary you may communicate technical details of the repair or upgrade that is required on the vehicle; this is at your discretion.

Retailer Empowerment

We appreciate the frustration experienced by both our customers and Retailers with regards the launch of any UPS program. Following the launch of Retailer Empowerment (and where you feel it appropriate), you now have the ability to offer goodwill to customers who have suffered delays in the delivery of their vehicle. Any goodwill offer should be specifically for a customer whose vehicle delivery has been delayed due to UPS activity to acknowledge the poor experience.

Should you have any questions, please contact the Customer Relationship Centre (CRC) in the first instance for help and support.

SAFETY RECALL P086: AFFECTED VIN LIST

Dealer Code and Name	VIN	Chassis #	Model Year	Model Line
0110 Land Rover Paramus	SALAG2V68GA830182	GA830182	2016	LR4
0114 Land Rover Buckhead	SALAK2V61GA829826	GA829826	2016	LR4
0114 Land Rover Buckhead	SALAK2V64GA830307	GA830307	2016	LR4
0121 Land Rover Parsippany	SALAK2V62GA829835	GA829835	2016	LR4
0126 Dimmitt Land Rover	SALAG2V65GA830219	GA830219	2016	LR4
0126 Dimmitt Land Rover	SALAG2V63GA830977	GA830977	2016	LR4
0136 Land Rover Dallas	SALAG2V66GA830004	GA830004	2016	LR4
0146 Land Rover South Bay	SALAG2V61GA830377	GA830377	2016	LR4
0163 Land Rover Richmond	SALAG2V63GA830056	GA830056	2016	LR4
0171 Land Rover West Ashley	SALAK2V6XGA829680	GA829680	2016	LR4
0178 Land Rover Pasadena	SALAK2V62GA830354	GA830354	2016	LR4
0205 Land Rover Ft. Worth	SALAK2V62GA830290	GA830290	2016	LR4
0205 Land Rover Ft. Worth	SALAK2V60GA830417	GA830417	2016	LR4
0230 Land Rover Grand Rapids	SALAK2V67GA829829	GA829829	2016	LR4
0236 Land Rover Guilford	SALAG2V69GA830112	GA830112	2016	LR4
0255 Land Rover Hanover	SALAG2V62GA830243	GA830243	2016	LR4
0260 Land Rover San Jose	SALAK2V64GA830274	GA830274	2016	LR4
0273 Land Rover Frisco	SALAG2V62GA830324	GA830324	2016	LR4
0274 Land Rover Gwinnett	SALAG2V65GA829720	GA829720	2016	LR4
0285 Land Rover Larchmont/New Rochelle	SALAG2V60GA830287	GA830287	2016	LR4
0314 Land Rover Newport Beach	SALAK2V67GA829622	GA829622	2016	LR4
0314 Land Rover Newport Beach	SALAG2V62GA830369	GA830369	2016	LR4
0319 Land Rover Chantilly	SALAG2V61GA829861	GA829861	2016	LR4
0334 Land Rover Minneapolis	SALAG2V66GA830424	GA830424	2016	LR4
0378 Land Rover Denver	SALAG2V69GA830398	GA830398	2016	LR4
0379 Land Rover San Juan Texas	SALAG2V66GA830259	GA830259	2016	LR4
0382 Land Rover Cerritos	SALAG2V66GA830133	GA830133	2016	LR4
0391 Land Rover Palm Beach	SALAK2V68GA830066	GA830066	2016	LR4
0395 Land Rover Jacksonville	SALAC2V69GA830204	GA830204	2016	LR4
0396 Land Rover Manhattan	SALAG2V6XGA830250	GA830250	2016	LR4
0601 Land Rover Southampton	SALAG2V61GA830167	GA830167	2016	LR4
0609 Land Rover Monmouth	SALAG2V69GA830269	GA830269	2016	LR4