



ABOVE & BEYOND

# SAFETY RECALL P094 (NHTSA # 16V941): AUTOLIV PASSENGER AIRBAG OPERATION

## SERVICE BULLETIN

17-MAR-17

NO.: SRE17-01  
(ISSUE 2)

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 2017 model year Land Rover Range Rover Evoque and 2016 model year Land Rover Range Rover Sport and 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 notified within a reasonable time after the manufacturer decides that a defect that relates to motor vehicle safety or a noncompliance exists.*

*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.*

**THIS BULLETIN UPDATES SRE16-13  
ISSUE '2' CHANGES ARE HIGHLIGHTED IN BLUE**

### DESCRIPTION OF ISSUE

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the front passenger airbag may not function properly due to a deviation in generant mix ratio.

### AFFECTED VEHICLE RANGE

Range Rover Evoque (L538)

Model Year ..... 2017

VIN: ..... SALVP2BG6HH178234-SALVP2BG1HH184779

Range Rover Sport (L494)

Model Year ..... 2016

VIN: ..... SALWR2PF6GA112966-SALWG2PF4GA119436

VIN: ..... SALWR2PF5GA664703-SALWG2KF3GA664714

Range Rover (L405)

Model Year ..... 2016

VIN: ..... SALGS2PF6GA310620-SALGS2PF4GA318022

A total of 550 vehicles are potentially affected in the USA and Federalized Territories.

Visit the InfoTrail website for a list of affected unsold vehicles (as of 22 December 2016).

### EFFECT ON VEHICLE OPERATION

In the event of a crash of sufficient severity, the front passenger airbag may not deploy when required. Failure to deploy can lead to increased injuries to the front passenger seat occupant.

## SERVICE PROGRAM / REWORK ACTION

Owners will be notified by mail and instructed to take their vehicle to a Land Rover retailer who will replace the front passenger airbag.

There will be no charge to owners for this action.

## OWNER NOTIFICATION

Owner notification will occur on or before 20 February 2017.

## ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

Refer to Technical Bulletin P094NAS, *SAFETY RECALL: Autoliv Passenger Airbag Operation*, for detailed repair instructions.

## PARTS

**NOTE: when ordering parts, only order the expected percentage demand of parts identified.**

**NOTE: the serial number (example highlighted in blue) of the new airbag module MUST be recorded on the claim verbatim.**



A – Range Rover Evoque (L538)

B – Range Rover Sport (L494), Range Rover (L405)

**Note: safely dispose of the original airbag (see TOPIx Workshop Manual section 501-20B: Supplemental Restraint System – Airbag Disposal).**

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Airbag - Instrument Panel - Passenger - Range Rover Evoque (L538)	LR091702	1	100
Airbag - Instrument Panel - Passenger - Range Rover Sport (L494); Range Rover (L405)	LR037934	1	100
Nut and washer kit	RYH500420	8	100

## 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 '**P094**', Option Code '**X**', and the relevant SRO and parts information. 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.

**NOTE: the serial number of the new airbag module MUST be recorded on the claim verbatim.**

DESCRIPTION	SRO	TIME (HOURS)	PART NO. / SUNDRY CODE	QTY. / VALUE
Airbag - Instrument Panel - Passenger - Renew - Range Rover Evoque (L538)	76.74.02	3.80	LR091702 RYH500420	1 8
Disengage and reengage Transit Mode - Range Rover Evoque (L538)	86.90.89.47	0.10	-	-
Airbag - Instrument Panel - Passenger - Renew - Range Rover Sport (L494)	76.74.02	0.90	LR037934 RYH500420	1 8
Airbag - Instrument Panel - Passenger - Renew - Range Rover (L405)	76.74.02	0.90	LR037934 RYH500420	1 8
Disengage and reengage Transit Mode - Range Rover Sport (L494); Range Rover (L405)	86.90.89.47	0.20	-	-
Drive in/drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply.*

# SAFETY RECALL : SAMPLE OWNER LETTER

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle SALXXXXXXXXXXXXXX

February 2017

### Safety Recall P094: Autoliv Passenger Airbag Operation

#### Vehicles / Model Years Affected:

Range Rover Evoque ..... 2017

Range Rover Sport ..... 2016

Range Rover ..... 2016

National Highway Traffic Safety Administration (NHTSA) Recall Number: 16V941

#### 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 2017 model year Land Rover Range Rover Evoque and 2016 model year Range Rover Sport and Range Rover vehicles.

Your vehicle is included in this Recall action.

#### What is the concern?

The front passenger airbag may not function properly due to a deviation in airbag inflator initiator generant mix ratio.

In the event of a crash of sufficient severity, the front passenger airbag may not deploy when required. Failure to deploy can lead to increased injuries to the front passenger seat occupant.

#### 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 replace the front passenger airbag module.

There will be no charge for this repair.

#### What should you do?

Please contact your authorized Land Rover retailer to schedule an appointment to have Safety Recall 'P094' completed on your vehicle.

#### 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 up to six hours, depending on vehicle, although your retailer may need your vehicle for a longer time. Your retailer can provide you with a better estimate of the overall time for the service visit.

**Attention Leasing Agencies:** Federal regulations require that you forward this recall notification to the lessee within 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 regarding this Recall Action or need assistance in locating your nearest authorized Land Rover retailer, 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 may also contact us by email using the following address: [lrweb2@jaguarlandrover.com](mailto:lrweb2@jaguarlandrover.com).

If 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 apologize for this issue and 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 Centre Manager

## SAFETY RECALL P094: TECHNICAL Q & A

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**Main Message: the front passenger airbag supplier, Autoliv, advised Jaguar Land Rover that during their routine quality assessment procedures for their supplementary restraints products, a safety related problem was detected. A number of affected parts have been supplied and installed in specific Land Rover vehicles. The concern relates to the mixture of chemicals used as part of the front passenger airbag inflator.**

**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 Land Rover recalling certain vehicles for this issue?**

A In the event of a crash of sufficient severity, the front passenger airbag may not deploy when required. Failure to deploy can lead to increased injuries to the passenger seat occupant.

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

A Autoliv notified the National Highway Traffic Safety Administration (NHTSA) of a safety defect. In their defect information report (DIR) relating to the AI2 initiator, which is part of the airbag inflator, Autoliv reported that deviations can occur in the generant mix ratio in some initiators manufactured by an Autoliv Group company. These initiators have been used in the manufacture of Autoliv airbags supplied to Jaguar Land Rover Limited.

Autoliv go on to report that if the generant mix ratio does not meet specification, the initiator may not properly function leading to no activation of the front passenger airbag on certain 2017MY Range Rover Evoque and 2016MY Range Rover Sport and Range Rover vehicles.

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

A There is no prior warning of this condition.

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

A Yes, due to the effects this condition can have on the operation of affected vehicles.

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

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

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

A Jaguar Land Rover is not aware of any reports of accidents, injuries or fires.

**Q8 How was the condition discovered?**

A The condition was highlighted through supplier quality assessment procedures.

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

A This issue was made known to Jaguar Land Rover on 6 December 2016.

**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** All airbags now received from Autoliv are confirmed to have the correct chemical mixture.

**Q12 What will authorized Land Rover retailers do to the vehicles?**

**A** Authorized Land Rover retailers will replace the front passenger airbag module.

**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 manufactured between 31 August 2016 and 31 October 2016 dates are potentially effected:

- Range Rover Evoque (L538) ..... SALVP2BG6HH178234-SALVP2BG1HH184779
- Range Rover Sport (L494) ..... SALWR2PF6GA112966-SALWG2PF4GA119436
- ..... SALWR2PF5GA664703-SALWG2KF3GA664714
- Range Rover (L405)..... SALGS2PF6GA310620-SALGS2PF4GA318022

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

**A** Certain 2016MY Jaguar XJ vehicles are affected by this condition.

**Q15 Are parts available to rework vehicles?**

**A** Yes, the necessary parts to perform vehicle repairs are available.

**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 inviting them to contact a 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** The 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 six hours, depending on vehicle, although your retailer may need your vehicle for a longer time.

**Q19 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.*